**RM6100 Technology Services 3 Agreement**

**Framework Schedule 4 - Annex 1 Lots**

**2, 3 and 5 Order Form**

# Order Form

This Order Form is issued in accordance with the provisions of the Technology Services 3 Framework Agreement RM6100 dated 14/04/2023 between the Supplier (as defined below) and the Minister for the Cabinet Office (the "**Framework Agreement**") and should be used by Buyers after making a direct award or conducting a further competition under the Framework Agreement.

The Contract, referred to throughout this Order Form, means the contract between the Supplier and the Buyer (as defined below) (entered into pursuant to the terms of the Framework Agreement) consisting of this Order Form and the Call Off Terms. The Call-Off Terms are substantially the terms set out in Annex 2 to Schedule 4 to the Framework Agreement and copies of which are available

 from the Crown Commercial Service website [http://ccs- agreements.cabinetoffice.gov.uk/contracts/rm1234.](http://ccs-agreements.cabinetoffice.gov.uk/contracts/rm1234) The agreed Call-Off Terms for the Contract

being set out as the Annex 1 to this Order Form.

The Supplier shall provide the Services and/or Goods specified in this Order Form (including any attachments to this Order Form) to the Buyer on and subject to the terms of the Contract for the duration of the Contract Period.

In this Order Form, capitalised expressions shall have the meanings set out in Schedule 1 (Definitions) of the Call-Off Terms

This Order Form shall comprise:

1. This document headed “Order Form”;
2. Attachment 1 – Services Specification;
3. Attachment 2 – Charges and Invoicing;
4. Attachment 3 – Implementation Plan;
5. Attachment 4 – Service Levels and Service Credits;
6. Attachment 5 – Key Supplier Personnel and Key Sub-Contractors;
7. Attachment 8 - Governance
8. Attachment 9 – Schedule of Processing, Personal Data and Data Subjects;
9. Attachment 10 – Transparency Reports; and
10. Annex 1 – Call Off Terms and Additional/Alternative Schedules and Clauses.

The Order of Precedence shall be as set out in Clause 2.2 of the Call-Off Terms being:

 .1.1 the Framework, except Framework Schedule 18 (Tender);

 .1.2 the Order Form;

 .1.3 the Call Off Terms; and

 .1.4 Framework Schedule 18 (Tender).

## Section A General information

|  |  |
| --- | --- |
| **Contract Details**  |   |
|  |  |
| **Contract Reference:**   | Project\_24962 (aka 25190)  |

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| **Contract Title:**  | Project Support Services  |

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|  |  |
| **Contract Description:**  | Meeting the demands of a range of transformational projects including Device Refresh, Cloud First, Network 2023, Internet Protocol Telephony (IPT) and meeting room transformation, Unified Access Services and Health’s Functional Assessment Service  |

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| **Contract Anticipated Potential Value:** this should set out the total potential value of the Contract  | £15,620,000 inclusive of VAT.  This is a Call-Off Contract and therefore the Contracting Authority makes no commitment to the minimum volumes of services or spend under this Contract.  |

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| **Estimated Year 1 Charges:**   | £12,482,000  |
|   |  |
| **Commencement Date:** this should be the date of the last signature on Section E of this Order Form  | 13/06/2023  |
|    |  |
| **Buyer details**  |  |

### Buyer organisation name

Department for Work and Pensions

**Billing address**

Your organisation’s billing address

-

please ensure you include a postcode

Department for Work and Pensions,

REDACTED

**Buyer**

**representative name**

The name of your point of contact for this Order

REDACTED

### Buyer representative contact details

Email and telephone contact details for the Buyer’s representative. This must include an email for the purpose of Clause

50.6 of the Contract. REDACTED

### Buyer Project Reference

Please provide the customer project reference number. Project\_24962

|  |
| --- |
| **Supplier details**  |
| **Supplier name** The supplier organisation name, as it appears in the Framework Agreement SCC  |

### Supplier address

Supplier’s registered address

REDACTED

### Supplier representative name

The name of the Supplier point of contact for this Order REDACTED

### Supplier representative contact details

Email and telephone contact details of the supplier’s representative. This must include an email for the purpose of Clause 50.6 of the Contract.

REDACTED

### Order reference number or the Supplier’s Catalogue Service Offer Reference Number

A unique number provided by the supplier at the time of the Further Competition Procedure. Please provide the order reference number, this will be used in management information provided by suppliers to assist CCS with framework management. If a Direct Award, please refer to the Supplier’s Catalogue Service Offer Reference Number. 3698174

|  |
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| **Guarantor details**  *Guidance Note: Where the additional clause in respect of the guarantee has been selected to apply to this Contract under Part C of this Order Form, include details of the Guarantor immediately below.*   |
|  |
| **Guarantor Company Name** The guarantor organisation name  Not Applicable  |

|  |
| --- |
| **Guarantor Company Number** Guarantor’s registered company number  Not Applicable **Guarantor Registered Address**  |
| Guarantor’s registered address Not Applicable  |  |

## Section B Part A – Framework Lot

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| --- |
| **Framework Lot under which this Order is being placed**  *Tick one box below as applicable (unless a cross-Lot Further Competition or Direct Award, which case, tick Lot 1 also where the buyer is procuring technology strategy & Services Design in addition to Lots 2, 3 and/or 5. Where Lot 1 is also selected then this Order Form and corresponding Call-Off Terms shall apply and the Buyer is not required to complete the Lot 1 Order Form.*    |
| 1. TECHNOLOGY STRATEGY & SERVICES DESIGN ☐  |
|   |  |   |  |   |  |
| 2.  |   | TRANSITION & TRANSFORMATION  |  | ☐  |  |
|  3.        |  OPERATIONAL SERVICES  a: End User Services  b: Operational Management  c: Technical Management  |    X  ☐  ☐  |
|   |   |   |
|   |   | d: Application and Data Management  |  | ☐  |  |
|   5.  |   SERVICE INTEGRATION AND MANAGEMENT  |  ☐  |

## Part B – The Services Requirement

**Commencement Date**  See above in Section A

|  |
| --- |
| **Contract Period**    |
|   | **Lot**   | **Maximum Term (including Initial Term and Extension Period) – Months (Years)**   |  |
| **2**   | 36 (3)  |
| **3**   | 60 (5)  |
| **5**   | 60 (5)  |
| **Initial Term** Months 24  |  **Extension Period (Optional)** Months 12  |
|   |
| **Minimum Notice Period for exercise of Termination Without Cause**  (Calendar days) *Insert right (see Clause 35.1.9 of the Call-Off Terms)*  |   |
| 31  |

**Sites for the provision of the Services**

*Guidance Note*

*-*

*Insert details of the sites at which the Supplier will provide the Services, which shall include details of the*

*Buyer Premises, Supplier premises and any third party premises.*

The Supplier shall provide the Services from the following S

ites

**:**

**Buyer**

**Premises:**

*The location of the Services will be carried out at DWP sites across the UK (including Northern*

*Ireland).*

**Supplier Premises:**

REDACTED

**Third Party Premises:**

*Not App*

*licable*

**Buyer Assets**

*Guidance Note: see definition of Buyer Assets in Schedule 1 of the Call*

*-*

*Off Terms*

*Not Applicable*

**Additional Standards**

Guidance

*Note: see Clause 13 (Standards) and the definition of Standards in Schedule 1 of the Contract. Schedule 1*

*(*

*Definitions). Specify any particular standards that should apply to the Contract over and above the Standards.*

*Not Applicable*

### Buyer Security Policy

*Guidance Note: where the Supplier is required to comply with the Buyer’s Security Policy then append to this Order Form below.*

https://www.gov.uk/government/publications/dwp-procurement-security-policiesandstandards

### Buyer ICT Policy

*Guidance Note: where the Supplier is required to comply with the Buyer’s ICT Policy then append to this Order Form below.*

Use the Authority ITSM toolset, DWP Place, in delivery of services associated with this contract. For the avoidance of doubt, Supplier resources accessing DWP place must have Security Clearance to the minimum of BPSS.

Supplier shall comply with the Code of Connectivity detailed in the remainder of this Buyer ICT Policy section

redacted

On-boarding to DWP Place shall form part of Mobilisation of this service.

###  .2 Code of Connectivity Summary

 REDACTED

|  |
| --- |
| **Insurance**  |
| *Guidance Note: if the Call Off Contract requires a higher level of insurance cover than the £1m default in Framework Agreement or the Buyer requires any additional insurances please specify the details below.*   Third Party Public Liability Insurance (£) – Not Applicable Professional Indemnity Insurance (£) - Not Applicable  |  |

#### Buyer Responsibilities

*Guidance Note: list any applicable Buyer Responsibilities below.*

Not Applicable

#### Goods

*Guidance Note: list any Goods and their prices.*

Not Applicable

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Governance – Option Part A or Part B**  *Guidance Note: the Call-Off Terms has two options in respect of governance. Part A is the short form option and Part B is the long form option. The short form option should only be used where there is limited project governance required during the Contract Period.*

|  |  |
| --- | --- |
| **Governance Schedule**   | **Tick as applicable**   |
| Part A – Short Form Governance Schedule  | X  |
| Part B – Long Form Governance Schedule  | ☐  |

 The Part selected above shall apply this Contract.  |

|  |  |  |  |  |  |  |
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| **Change Control Procedure – Option Part A or Part B**  *Guidance Note: the Call-Off Terms has two options in respect of change control. Part A is the short form option and Part B is the long form option. The short form option should only be used where there is no requirement to include a complex change control procedure where operational and fast track changes will not be required.*

|  |  |
| --- | --- |
| **Change Control Schedule**   | **Tick as applicable**   |
| Part A – Short Form Change Control Schedule  | X  |
| Part B – Long Form Change Control Schedule  | ☐  |

 The Part selected above shall apply this Contract. Where Part B is selected, the following information shall be incorporated into Part B of Schedule 5 (Change Control Procedure):  - for the purpose of Paragraph 3.1.2 (a), the figure shall be N/A and - for the purpose of Paragraph 8.2.2, the figure shall be N/A.  |

**Section C**

## Part A - Additional and Alternative Buyer Terms

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Additional Schedules and Clauses** *(see Annex 3 of Framework Schedule 4)* *This Annex can be found on the RM6100 CCS webpage. The document is titled RM6100 Additional and Alternative Terms and Conditions Lots 2, 3 and 5.*   **Part A – Additional Schedules**  *Guidance Note: Tick any applicable boxes below*

|  |  |
| --- | --- |
| **Additional Schedules**   | **Tick as applicable**   |
| S1: Implementation Plan  | X  |
| S2: Testing Procedures  | ☐  |
| S3: Security Requirements (either Part A or Part B)  | Part A ☐ or Part B ☐  |
| S4: Staff Transfer  | ☐  |
| S5: Benchmarking  | ☐  |
| S6: Business Continuity and Disaster Recovery  | ☐  |
| S7: Continuous Improvement  | ☐  |
| S8: Guarantee  | ☐  |
| S9: MOD Terms  | ☐  |

 **Part B – Additional Clauses**  *Guidance Note: Tick any applicable boxes below*

|  |  |
| --- | --- |
| **Additional Clauses**   | **Tick as applicable**   |
| C1: Relevant Convictions  | ☐  |
| C2: Security Measures  | ☐  |
| C3: Collaboration Agreement  | ☐  |

 Where selected above the Additional Schedules and/or Clauses set out in document RM6100 Additional and Alternative Terms and Conditions Lots 2, 3 and 5 shall be incorporated into this Contract.  **Part C - Alternative Clauses**  *Guidance Note: Tick any applicable boxes below*   The following Alternative Clauses will apply:

|  |  |
| --- | --- |
| **Alternative Clauses**   | **Tick as applicable**   |
| Scots Law  | ☐  |
| Northern Ireland Law  | ☐  |
| Joint Controller Clauses  | ☐  |

 Where selected above the Alternative Clauses set out in document RM6100 Additional and Alternative Terms and Conditions Lots 2, 3 and 5 shall be incorporated into this Contract.   |

## Part B - Additional Information Required for Additional Schedules/Clauses Selected in Part A

### Additional Schedule S3 (Security Requirements)

*Guidance Note: where Schedule S3 (Security Requirements) has been selected in Part A of Section C above, then for the*

*purpose of the definition of “Security Management Plan” insert the Supplier’s draft security management plan below.*

*Not Applicable*

### Additional Schedule S4 (Staff Transfer)

*Guidance Note: where Schedule S4 (Staff Transfer) has been selected in Part A of Section C above, then for the purpose*

*of the definition of “Fund” in Annex D2 (LGPS) of Part D (Pension) insert details of the applicable fund below.*

 *Not Applicable*

### Additional Clause C1 (Relevant Convictions)

*Guidance Note: where Clause C1 (Relevant Convictions) has been selected in Part A of Section C above, then for the purpose of the definition of “Relevant Convictions” insert any relevant convictions which shall apply to this contract below.*

*Not Applicable*

### Additional Clause C3 (Collaboration Agreement)

*Guidance Note: where Clause C3 (Collaboration Agreement) has been selected in Part A of Section C above, include details of organisation(s) required to collaborate immediately below.*

*Not Applicable*

An executed Collaboration Agreement shall be delivered from the Supplier to the Buyer within the stated number of Working Daysfrom the Commencement Date:

*Not Applicable*

## Section D Supplier Response

### Commercially Sensitive information

Any confidential information that the Supplier considers sensitive for the duration of an awarded Contract should be included here. Please refer to definition of Commercially Sensitive Information in the Contract – *use specific references to sections rather than copying the relevant information here.*

Supplier’s detailed pricing and/or any Supplier specific solution(s) for the period of the Call-Off Term +2 years

## Section E Contract Award

This Call Off Contract is awarded in accordance with the provisions of the Technology Services 3 Framework Agreement RM6100.

**SIGNATURES**

### For and on behalf of the Supplier

|  |  |
| --- | --- |
| Name  |  **REDACTED** |
| Job role/title  |  **REDACTED** |
| Signature  |  **REDACTED** |
| Date  | 07-06-23  |

### For and on behalf of the Buyer

|  |  |
| --- | --- |
| Name  |  **REDACTED** |
| Job role/title  |  **Director**  |
| Signature  |  **REDACTED** |
| Date  |  **13/06/23**  |

**Attachment 1 – Services Specification**

## Deployment Schedule

REDACTED

Project Support

Services

|  |  |
| --- | --- |
| Attribute  | Requirement  |
| Installation  | Where requested to do so, supplier shall install IT equipment onto desks, including but not limited to: * Keyboards
* Mice
* Risers
* Laptop docking stations
* Monitors
* Monitor arms
* Securitisation equipment to ensure equipment cannot be removed from desks at Authority sites

Where items prove to be non- functional, these should be raised with the Authority and replacement processes shall be followed. All packaging should be removed from site  |

|  |  |
| --- | --- |
| De-installa- tion   | Where requested to do so, supplier shall remove IT equipment from desks including but not limited to: * Keyboards
* Mice
* Risers
* Laptop docking stations
* Monitors
* Monitor arms
* Securitisation equipment

These de-installation activities can be in preparation for: * Return to supplier site (for use at later stage in project),
* Delivery to other Authority supplier
* Move and installation at different desks at the same site;
* Onward delivery and installation at an alternate

Authority site * Disposal or Resale, where equipment is no longer required for use as instructed by the Authority
 |

###  3. Device related activities (Optional)

|  |  |
| --- | --- |
| **Attribute**  | **Requirement**  |
| Device Build  | *The Authority shall provide, at contract award:* * *Infrastructure to enable the implementation of a*

*“build facility”* * *A copy of each of the Authority’s existing images that have been tested to ensure that they work with Devices currently deployed on the Authority’s infrastructure.*

 The Supplier shall not modify the Authority’s images.  The Supplier shall, within two (2) weeks of Contract Award, or availability of the build infrastructure, be able to deliver on the DWP Devices, the Authority’s Windows 10 image. In the event that the Supplier encounters any issues relating to the build, they shall raise these issues with the Authority and work in conjunction with the Authority to resolve those issues.  The Supplier’s image build facility shall be located in the UK. The Authority, prior to delivery of any Goods under this Contract shall assess the build facility. The Authority shall require access to the Supplier’s site in order to complete this assessment.  |

|  |  |
| --- | --- |
| Cloud First devices  |  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 Department or working in conjunction with existing MSP partners. Build process will involve applying a DWP approved vanilla windows image to device outside of the legacy SCCM build environment and dip testing devices to ensure enrolment. Please note all parties physically involved with the build process shall be SC cleared  |
| Build image updates (not currently used, service to be mobilised through CCN)  |  The Supplier shall apply the approved image as detailed in the requirement detailed above or the version agreed with the Author ity (as updated from time to time) to all Devices prior to delivery to the relevant site and in accordance with the deployment plan In the event that the builds or Authority’s infrastructure changes, the Authority shall inform the Supplier via the service management change process. The Supplier shall within 5 working days have completed testing and, working with the Authority, confirmed acceptance and implemented the new build.  Image updates shall be subject to strict change and version control. The Authority shall provide image updates to enable the Supplier to deploy onto the Devices before delivery  |
| Build infrastructure  | To enable delivery of device and server build services, the supplier shall agree to the installation of: * DWP Network connection and infrastructure
* SCCM server infrastructure

The Buyer shall provide the kit and Supplier install the infrastructure. Network connectivity will be provided by BT, which the Buyer pays for. Routers etc, the Buyer shall install. To enable delivery of device build services for our Cloud First environment, the supplier shall agree to the installation of: * Secure access-controlled environment
* Ability to deploy DWP Core Vanilla image at scale, post device registration in Intune

Such build infrastructure will be reviewed and agreed with DWP Security teams The Supplier shall ensure that all individuals physically involved with, or with access to, the build environments are SC cleared.  |

1. **Server related activity**

|  |  |
| --- | --- |
| Attribute  | Requirement  |

|  |  |
| --- | --- |
| Server Build (Op- tional)  | At contract award, the Authority shall provide to the Supplier a copy of the detailed server build instructions. 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  |
| Server Installation (Optional)  |  Where requested to do so deliver an SCCM server (with bare metal build) and install at required DWP site  |
| Server de-installa- tion  | Where requested to do so attend site, de-install and remove SCCM servers. Ahead of visit the Authority will ensure the SCCM server is powered off.  |

1. **Network related activities**

|  |  |
| --- | --- |
| **Attribute**  | **Requirement**  |
| Installation/activation |  Where requested to do so the supplier shall perform the following installation and activation activities: * Install Network devices related to :
* WAN
* LAN
* Wi-Fi
* Attend site to cable patch between Circuit

Distribution Point (DP) and Comms room * Attend site to cable patch from one comms room to another
* Attend site to patch LAN port
* Change VLAN configuration of an active port
 |
| De-installation  | Where requested to do so the supplier shall perform the following de-installation and deactivation activities: * De-Install network devices related to:
* WAN
* LAN
* Wi-Fi
* This may also include removal of cabinets and cutting back of cables to ceiling void.
 |

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| --- | --- |
| Site surveys  | When requested to do so perform the following site surveys:  * Comms Room
* Cabling  Wifi

 The Authority will provide details of what is required in the survey as part of the request, at the time it is raised with the Supplier. Performance of site surveys may be required in Business Hours (Mon-Fri 9.00-17.00) but may be requested Out of Hours  |

###  6. Telephony and meeting room project activities

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| --- | --- | --- |
| **Attribute**  |  | **Requirement**  |
| Deployment Microsoft Team phones  | of |  A very small number of Microsoft Teams phones will be deployed, typically in locations where a PC is not used. Anticipated volumes are typically 1-2 phones per site will be required. Phones will be despatched pre-configured by the Teams Engineers direct to the SPOC for each site, ahead of installation activities. The supplier shall: * Unbox phone. Dispose of packaging. Connect curly cord to handset.
* Identify location for phone (phone will be labelled, and Authority will provide deployment spreadsheet for all sites).
* Find location on site, disconnect existing IPT handset and connect new Teams phone.
* IF existing handset is an analogue one (about 1 in 10), repatch the port in comms room to the DOI network.
* Confirm that phone starts up and displays the correct name and number.
* The supplier shall return old IPT handsets to supplier site for preparation and onward delivery to the Authority’s site at Peel Park, Blackpool; details will be confirmed as part of the onboarding of the PSS service
 |

|  |  |
| --- | --- |
| Deployment of Plug and Display meeting room devices (PADs):   |  PADs are USB-C connected devices to be installed in selected meeting rooms. A PAD consists of 5 components: a 27” monitor (in its own box), soundbar (in its own box), arm to attach the monitor to the table (in its own box), bracket to attach the soundbar to the monitor and a USB-C cable. Anticipated volumes will be typically 1-2 PADs per site.  The separate PAD components will be shipped from DWP’s Distributor to the Supplier’s facility. The Supplier will arrange for the relevant number of components to be shipped to site along with the other materials for the site, according to the deployment schedule provided by the Authority. The supplier shall • Unpack the components. Dispose of packaging. * Fit monitor arm to meeting room table.
* Fit adaptor plate on monitor.
* Fit plate to arm
* Screw in soundbar to bracket
* Connect soundbar USB cable to monitor
* Connect to power to monitor and sound bar
 |
| IPT and Analogue phone andSpiderphone removal:   |  The vast majority of phones will already have been unplugged and removed from desks leaving only the phones in meeting rooms and those which are being replaced by Teams phones. Anticipated volumes for removal are typically 5-10 per site. Where required, the supplier shall: * Disconnect phone from floor port.
* The supplier shall return old IPT handsets to Supplier site for preparation and onward delivery to the Authority’s site at Peel Park, Blackpool; details will be confirmed as part of the onboarding of the PSS service
 |

###  7. Logistics and management of goods

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| --- | --- |
| **Attribute**  | **Requirement**  |
|   |   |

|  |  |
| --- | --- |
| Logistics  | Delivery to and collection from any UK locations (incl Highlands, Islands and Northern Ireland) including but not limited to: Delivery of equipment to Authority sites (including delivery to an agreed location on site). * For the avoidance of doubt delivery will not be accepted to reception or goods in, unless requested to do so
* All items should be removed from pallets and then pallets removed from site
 |

|  |  |
| --- | --- |
|   | * Collection of equipment from Authority sites and return to agreed location at Supplier site
* Collection of equipment from a Authority site and delivery to an agreed location at another Authority site Delivery of equipment to an agreed location at Authority supplier site, where requested.

  |
| Receiving goods  | In preparation for project related activities, receive stock from DWP suppliers and place into storage for later use in the project. For the avoidance of doubt, no charges shall be applied for receiving of goods to be used in delivery of projects related to this service During contract finalisation stock thresholds will be agreed, but it is anticipated that the maximum stock to be transferred at any time would be 3 months’ worth of project stock  |

|  |  |
| --- | --- |
| Storage  | Provision of secure storage facilities for: * Equipment supplied through other Departmental procurement vehicles for the purposes of use in projects under this contract
* Initial stock transferred from Authority’s current supplier for the purposes of use in projects under this contract
* Temporary storage of collected equipment to be reused on other elements of the projects within the scope of this contract
* Temporary storage of of collected items whilst the supplier is arranging onward transfer to Authority’s device support, storage or recycling/resale providers

For the avoidance of doubt, the Authority will not accept charges for the first three months of storage of each stored item Where charging applies, the supplier shall provide: * Charging approach for receipt and management of equipment transferred from other Authority suppliers A per pallet charge based on standard European pallets for anything that would attract storage charges
 |
| Stock Management  |  Maintain accurate records and provide monthly reporting of all items held in stock including: The Supplier shall manage stock effectively in order to deliver the project services within the scope of this contract, providing timely and accurate stock information on all Authority Goods held at the Supplier’s site. This reporting shall be provided: * Weekly to include the total volume of stock held at the Supplier site, categorised by:
* Asset and Serial Number (Devices)
* Manufacturer’s part number
 |

|  |  |
| --- | --- |
|   | * Make
* Model
* Item type
* Item category
* Volume
* Reflecting the Authority’s stockroom structure held in DWP Place

 When requested to do so provide adhoc reporting in this format  As part of the contract’s governance, the Supplier shall attend a Monthly meeting with Authority representatives and, where applicable, external Suppliers in order to assist the Authority in managing demand and to ensure effective Stock Management.  As part of on-boarding, the Supplier and the Authority shall jointly agree thresholds of stock levels at which the Supplier shall alert the Authority to provide further stock based on forecasting from the Deployment Schedule.   |
| Stock Transfer  | Upon request provide a quote as per the pricing schedule and agree arrangements for removal of items from temporary storage and onward delivery. This include Asset Management of devices.  Delivery will primarily be required to a low volume of Authority Supplier sites, but on occasion may be required to any UK, mainland location.  Management of items shall ensure that potential for damage in transit is minimised. Delivery to be arranged within 15 business days of receipt of request. When requested to transfer items, stock transfer reports and proof of delivery must be provided, including serial numbers for devices. Where transfer is to an Authority supplier, the receiving supplier processes will be followed; 10 Business days’ notice of delivery must be provided to the Authority Supplier  By exception the Supplier shall arrange expedited deliveries   |

|  |  |  |
| --- | --- | --- |
| Processing collected items  | of |  Where equipment is returned to Supplier site, as requested, equipment should be processed for:  Storage for later re-use on projects under this contract (see Re-use requirements)  |

|  |  |
| --- | --- |
|   | * Delivery to a Authority supplier
* Delivery to Authority sites
* Consideration for Resale or Disposal
* Where items are deemed unusable or

sur- plus to Authority requirements * IPT and NGCC telephony and

equipment for onward delivery to Authority sites  For significant items collected the Supplier shall perform an initial assessment to ensure equipment is functioning. Items will include: * Devices
* Monitors
* Docking stations Exceptions to this assessment are:
* IPT and NGCC handsets
* Mice
* Keyboards
* Headsets
* Cables
 |

|  |  |
| --- | --- |
| Re- use and Re- sale  | Upon collection from Authority sites, equipment should be assessed for suitability for re-use.  Where items are assessed as suitable for re-use equipment should be cleaned and placed into stock. Cleaning does not apply to mice and cables.  If assessed as unsuitable for re-use or instructed by the Authority, supplier should consider resale or disposal and: * Provide recommendations
* Where resale is recommended provide indicative resale value.
* Following completion of a resale request, provide a report detailing items resold and actual resale value. The approach to managing the resale value shall be established and defined as part of onboarding.

   **Data bearing equipment:** On occasion data bearing equipment may be collected from Authority sites. The supplier shall prepare the equipment for onward transfer to Authority’s device support or recycling/resale providers. In preparation for onward transfer the device should be cleaned.   |

|  |  |
| --- | --- |
| Disposal  | Equipment 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.  **Data bearing equipment:** On occasion data bearing equipment may be collected from Authority sites. The supplier shall prepare the equipment for onward transfer to Authority’s device support or recycling/resale providers.   |

|  |  |
| --- | --- |
| Device Asset Management  | Where a request is raised to move Devices (incl Network devices\*) comply with mandatory Authority Asset Management (AM) Policies, to ensure Devices can be tracked at all stages of the asset management lifecycle, and that the Authority can account for all Devices both physically and virtually in the DWP asset repository.    The Authority’s Asset Management Policies and procedures must be followed and acted upon whenever Devices are handled. The Supplier shall access the DWP Asset Repository in DWP Place to make the change to the relevant asset record within 48 hours.  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 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 Authority location.    Throughout the service period, the Supplier shall perform regular checks of all moves in and out of the Physical Stockroom to ensure asset records in the Virtual Stockroom match. The Supplier must correct any errors made within 48 hours.     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 such as:    |
| **State**   | **Sub-State**   |   |
| In Stock   | Available   |
| In Transit   | Pending\_transfer   |

|  |  |  |  |
| --- | --- | --- | --- |
|   | Missing   |   |  |
|  Bulk Moves of Devices   |

|  |  |
| --- | --- |
|  | Where the Supplier is moving a large quantity the Supanother Stockroom, they can provide the Manufacturer, Model and Serial Number to the Management team who shall move the Device plier.     Documented Asset Management processes of erequirement are available to the Supplier and full toprovided by the Authority to Supplier staff.    The Supplier shall provide a monthly report t demonstrate the thoroughness and accuracy Management of Devices moving in and out of t This report shall be based on a monthly Supplier a the content held in the Supplier’s Physical stoc recorded virtually in the DWP Asset repository; thmanaged, and reporting provided, to always incluorting by samplenumber to enable Departmental validation acroand Virtual repositories.    The Authority shall validate accuracy checking but shall also perform an audit of the Su repository where necessary.    For the avoidance of doubt, where the Suppli access DWP Place Asset Repository they are stil ensuring asset records are updated by providing th full details of assets and relevant amendments.  At the conclusion of the contract, as part of Ex Supplier shall ensure they have provided su manage both their Virtual and Physical stockroom devices are removed in line with Asset Manage and procedures. For the avoidance of doubt there must be no devic either the Virtual or Physical stockrooms at the po Asset Management of Network devices will not DWP Place and will be managed through a manu |

## Attachment 2 – Charges and Invoicing

**Redacted**

**Mobilisation**

Costs to be mutually agreed within 1 month from contract signature.

## RateCard for Ad-Hoc services

REDACTED

## Cancellation Charges

Redacted

1. The Supplier will provide accurate invoices and supporting Management Information on a monthly basis.
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.
3. Ensure that any invoice or credit note provided to the Authority includes, without limitation, the following information:
	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 department 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

1. 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

1. 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.
2. 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:

* 1. The dates upon which the services being charged were performed.
	2. Detail of the services being charged including volumes and unit costs.
	3. The methodology applied to calculate the charges.

* 1. The invoice and Purchase Order reference that the MI corresponds to. 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. Invoices and credit notes shall be submitted to:
	2. redacted
	3. redacted
1. With all supporting documentation and management information also submitted to:

 1. redacted

1. 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.
2. 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 above.
3. 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.
4. Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables.

## Attachment 3 – Outline Implementation Plan

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **#**  |  **Milestone**   | **Deliverables**  **(*bulleted list showing all Deliverables (and associated tasks) required for each Milestone*)**  | **Duration**  **(*Working*** ***Days*)**  |  **Milestone Date**   |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | REDACTED | REDACTED |   |   |

## Attachment 4 – Service Levels and Service Credits – Not Applicable

### Service Levels and Service Credits

|  |  |
| --- | --- |
| Delivery against deployment schedule  |  **Implementation Quality** - 98.5% of deployments are fully completed **Implementation Timescales** - 98.5% of deployments are completed within scheduled timescales  |
| Device Asset Management  | **Repository accuracy** - Asset details for all devices managed by the Supplier, moving in and out of their physical repository, are accurately maintained and are reflected within the DWP Asset repository in DWP Place.  Accuracy target - 99.5%  **Devices moves** - 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 Accuracy target – 99.5%  **Corrections** - 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    |
| Stock reporting  | Accurate stock reporting - 98% accuracy of reporting against physical stock position To be confirmed through auditing with sample checking performed by DWP  |
| Requests fortransfer of stock  |  Requests for transfer of equipment from temporary storage, are completed within agreed timescales **98% of requests are completed within 15 working days** Monthly reporting highlighting receipt of request and completion of delivery  |

1. Where performance measures are not achieved, the supplier will present and implement a service improvement plan, at their own cost, to return service to within performance measures

1. Where repeated failures occur, and service improvement plans have not returned service to within performance measures, the Authority retains the right to implement escalation procedures that could result in early termination of the contract

1. Where Service Levels are not achieved, and the failure is critical, falling below 90%, the Authority retains the right to implement escalation procedures that could result in early termination of the contract
2. Service levels will be measured and reported monthly. Each service level will require a minimum of 20 events to be measured for a particular month, where an event is defined as the movement of an individual asset.
3. The operational calculation for service level will be defined in the Operations

 Manual.

## Attachment 5 – Key Supplier Personnel and Key Sub-Contractors

.2.1 The Parties agree that they will update this Attachment 5 periodically to record any changes to Key Supplier Personnel and/or any Key Sub-Contractors appointed by the Supplier after the Commencement Date for the purposes of the delivery of the Services.

## Part A – Key Supplier Personnel

|  |  |  |
| --- | --- | --- |
| **Key Supplier Personnel**   | **Key Role(s)**   | **Duration**   |
| redacted | redacted | redacted |
| redacted | redacted | redacted |
| redacted | redacted | redacted |

## Part B – Key Sub-Contractors

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Key** **Subcontractor name and** **address (if**  **not the same as**  **the registered office)**   | **Registered office and company number**   | **Related product/Service description**   | **Key Sub-contract price expressed as a percentage**  **of total projected Charges over the** **Contract Period**   | **Key role in delivery of the Services**   |
| redacted | redacted | redacted | redacted | redacted |
| redacted | redacted | redacted |  |

## Attachment 8 – Governance

### PART A – SHORT FORM GOVERNANCE

|  |
| --- |
| For the purpose of Part A of Schedule 7 (Short Form Governance) of the Call-Off Terms, the following board shall apply: **Change Management Board**   |
| Redacted  | Redacted  |
| **Operational Board**   |
| Redacted  |  Redacted  |

|  |
| --- |
| **Programme Board**   |
| Redacted  | Redacted  |

**Risk Management Board**

|  |  |
| --- | --- |
| Redacted  | Redacted  |

## Attachment 9 – Schedule of Processing, Personal Data and Data Subjects

This Attachment 9 shall be completed by the Controller, who may take account of the view of the Processors, however the final decision as to the content of this Schedule shall be with the Buyer at its absolute discretion.

1.1.1.1 The contact details of the Buyer’s Data Protection Officer are: Redacted

1.1.1.2 The contact details of the Supplier’s Data Protection Officer are: Redacted

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

1.1.1.4 Any such further instructions shall be incorporated into this Attachment 9.

## Attachment 10 – Transparency Reports – Not Used

|  |  |  |  |
| --- | --- | --- | --- |
|  **Title**    |  **Content**  |  **Format**  |  **Frequency**  |
| [Performance]  |   |   |   |
| [Charges]  |   |   |   |
| [Key Sub-Contractors]  |   |   |   |
| [Technical]  |   |   |   |
| [Performance management]  |   |   |   |

**Annex 1 – Call Off Terms and Additional/Alternative Schedules and**

## Clauses