

CONTRACT FOR THE PROVISION OF PRINT SERVICES

OFFICIAL

CPS PRINT SERVICES

**CALL OFF SCHEDULE 4: IMPLEMENTATION PLAN, CUSTOMER
RESPONSIBILITIES, KEY PERSONNEL AND SUB-CONTRACTORS**

PART A – GENERAL

1 DEFINITIONS

1.1 In this Call Off Schedule 4, the following words shall have the following meanings and shall supplement Call Off Schedule 1 (Definitions):

- "Delay"** (a) a delay in the Achievement of a Milestone by its Milestone Date; or
 (b) a delay in the design, development, testing or implementation of a Deliverable by the relevant date set out in the Implementation Plan;
- "Deliverable Item"** an item or feature in the supply of the Deliverables delivered or to be delivered by the Supplier at or before a Milestone Date listed in the Implementation Plan;
- "Detailed Implementation Plan (DIP)"** means the Supplier's plans for Implementation of the Services from the Former Supplier to the Supplier pursuant to the Detailed Implementation Plan, submitted to the Customer in accordance with this Call Off Schedule 4 (Implementation Plan, Customer Responsibilities, Key Personnel and Sub-Contractors);
- "Implementation Governance Board"** refers to the governance board appointed by the Parties to oversee the Implementation Period and operated in accordance with the principles, processes and procedures set out in this Call Off Schedule 4 (Implementation Plan, Customer Responsibilities, Key Personnel and Sub-Contractors);
- "Implementation Period"** refers to the period starting on the Call Off Commencement Date and ending on the FOSCD, during which time the Supplier is required to implement the Implementation Plan;
- "Implementation Plan"** refers, collectively, to the Supplier's plans for Implementation of the Services from the Former Supplier to the Supplier as set out in this Call Off Schedule 4 (Implementation Plan, Customer Responsibilities, Key Personnel and Sub-Contractors) pursuant to the Outline Implementation Plan (OIP) and the Detailed Implementation Plan (DIP), as applicable;
- "Milestone Payment"** 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; and
- "Outline Implementation Plan (OIP)"** means the plan prepared by the Supplier and labelled as such and substantially in the form of the plan referenced in Annex 2 of Part A of this Call Off Schedule 4.

2 INTRODUCTION

2.1 The purpose of this Call Off Schedule 4 (Implementation Plan, Customer Responsibilities, Key Personnel and Sub-Contractors) is:

2.1.1 to define general implementation principles and obligations and a process for the development of the Outline Implementation Plan into the Detailed Implementation Plan to deliver the Goods and Services; and

2.1.2 in the Annexes to set out the document deliverables, the Outline Implementation Plan at the Call Off Commencement Date and those items referred to in paragraphs 3.3 to 3.5 of this Call Off Schedule 4.

3 OUTLINE IMPLEMENTATION PLAN AND DETAILED IMPLEMENTATION PLAN

3.1 The Outline Implementation Plan at the Call Off Commencement Date is set out in Annex 2 to Part A of this Call Off Schedule 4. The Supplier will provide an Outline Implementation Plan as part of their bid. All changes to the Outline Implementation Plan shall be subject to the Change Control Procedure until the Detailed Implementation Plan has been Approved, provided that the Supplier shall not attempt to postpone any of the Milestone Dates using the Change Control Procedure or otherwise, unless otherwise agreed by the Customer.

3.2 The Parties acknowledge the importance of detailed planning for the delivery of the Goods and the implementation of all of the Services under this Call Off Contract and the need to develop the Outline Implementation Plan into a Detailed Implementation Plan in accordance with this Call Off Schedule 4 (Implementation Plan, Customer Responsibilities, Key Personnel and Sub-Contractors). The Supplier shall submit the Detailed Implementation Plan to the Customer for approval within twenty (20) Working Days of the Call Off Commencement Date. The Supplier shall ensure that the Detailed Implementation Plan is in compliance with this Call Off Schedule 4 (Implementation Plan, Customer Responsibilities, Key Personnel and Sub-Contractors), including compliance with the Product Descriptions, Milestones and Milestone Dates set out in the Outline Implementation Plan. Where reasonable adjustments are proposed to the Milestones and Milestone Dates, they shall not be unreasonably rejected by the Customer. However, the Final Operational Services Commencement Date in the Detailed Implementation Plan must be no later than that set out as a Milestone in the Outline Implementation Plan.

3.3 The Detailed Implementation Plan:

3.3.1 must contain information at the level of detail necessary to manage the Implementation stage effectively and as the Customer may otherwise require;

3.3.2 shall take account of all dependencies known to, or which should reasonably be known to, the Supplier, including those which will take more than one (1) Month to procure and deliver;

3.3.3 shall reflect the dependencies and requirements on Other Suppliers and the Customer's Digital Solutions Team's plans.

- 3.4 Following receipt of the draft Detailed Implementation Plan from the Supplier, the Parties shall use reasonable endeavours to agree the contents of the Detailed Implementation Plan.
- 3.5 Prior to the submission of the Detailed Implementation Plan for Approval, the Customer shall have the right, at any time, to review any documentation produced by the Supplier: (i) in relation to the development of the Detailed Implementation Plan; and/or (ii) for the purposes of developing the initial draft of the Detailed Implementation Plan, including:
- 3.5.1 details of the Supplier's intended approach to the Detailed Implementation Plan and its development;
 - 3.5.2 copies of any drafts of the Detailed Implementation Plan produced; and
 - 3.5.3 any other work in progress in relation to the Detailed Implementation Plan.
- 3.6 The Customer shall have the right to require the Supplier to include any reasonable changes or provisions in the draft Detailed Implementation Plan. The Supplier shall incorporate in the draft Detailed Implementation Plan before it is submitted for Approval such reasonable changes or provisions proposed by the Customer.
- 3.7 Following formal submission of the Supplier's Detailed Implementation Plan, the Customer shall:
- 3.7.1 review and comment on the Detailed Implementation Plan as soon as reasonably practicable; and
 - 3.7.2 notify the Supplier in writing that it Approves or rejects the Detailed Implementation Plan no later than ten (10) Working Days after the date on which the Detailed Implementation Plan is delivered to the Customer.
- 3.8 If the Customer rejects the Detailed Implementation Plan:
- 3.8.1 the Customer shall inform the Supplier in writing of its reasons for its rejection; and
 - 3.8.2 the Supplier shall then revise the Detailed Implementation Plan (taking account of the Customer's comments) and shall submit a revised Detailed Implementation Plan to the Customer for Approval within ten (10) Working Days of the date of the Customer's notice of rejection.
- 3.9 If the Customer approves the Detailed Implementation Plan, the Supplier shall replace the Outline Implementation Plan with the agreed Detailed Implementation Plan from the date the Customer accepted the Detailed Implementation Plan. Such acceptance shall be agreed by the Implementation Governance Board.
- 3.10 After Approval of the Detailed Implementation Plan, the Detailed Implementation Plan shall be maintained, updated and reported against on a weekly basis by the Supplier to reflect the status of the Implementation of the Services.
- 3.11 In addition to maintaining and updating the Detailed Implementation Plan, where the Customer notifies the Supplier of an event that, in the Customer's opinion, requires the Detailed Implementation Plan to be revised the Supplier shall submit an updated

Detailed Implementation Plan within ten (10) Working Days of receiving the Customer's notification or such longer period as the Parties may agree. Any such revised Detailed Implementation Plan shall be submitted by the Supplier for Approval in accordance with the timescales at paragraph 3.2 of this Call Off Schedule 4.

- 3.12 Any material amendments to the Detailed Implementation Plan shall be subject to Call Off Schedule 12 (Change Control Procedure) provided that:
- 3.12.1 any amendments to elements of the Detailed Implementation Plan which are based on the contents of the Outline Implementation Plan (or related Charges, risks and liabilities) shall be deemed to be material amendments;
 - 3.12.2 in no circumstances shall the Supplier be entitled to alter or request an alteration to any Milestone Date unless otherwise agreed by the Customer, such agreement not to be unreasonably withheld; and
 - 3.12.3 any proposed amendments to the Detailed Implementation Plan shall not come into force until they have been Approved in writing.
- 3.13 The Parties shall consider and review the Detailed Implementation Plan and progress towards its successful implementation, with Milestones on the Detailed Implementation Plan being completed in accordance with the agreed Test Success Criteria for each Milestone, at Implementation Governance Board Meetings held in accordance with this Call Off Schedule 4 (Implementation Plan, Customer Responsibilities, Key Personnel and Sub-Contractors). In preparation for such meetings the current Detailed Implementation Plan shall be provided by the Supplier to the Customer not less than ten (10) Working Days in advance of each weekly meeting of the Implementation Governance Board.
- 3.14 The Supplier shall provide each of the Deliverable Items identified in the Detailed Implementation Plan by the date assigned to that Deliverable Item in the Detailed Implementation Plan so as to ensure that each Milestone identified in the Detailed Implementation Plan is Achieved on or before its Milestone Date. The Customer may (at its option) issue a Satisfaction Certificate to the Supplier where any Milestone is Achieved before its Milestone Date.
- 3.15 The Supplier shall monitor its performance against the Detailed Implementation Plan and Milestones (if any) and report to the Customer on such performance in accordance with directions issued by the Implementation Governance Board (from time to time) relating to the frequency and format of such reports.
- 3.16 The Supplier shall ensure the Detailed Implementation Plan contains Milestones setting out completion dates for Dependencies identified on the Customer. The Supplier shall ensure the completion date for Dependencies identified on the Customer allow sufficient time for such Dependencies to be backed off to Other Suppliers in accordance with Call Off Schedule 12 (Change Control Procedure).
- 3.17 If the Parties are unable to agree the contents of the Detailed Implementation Plan within a reasonable timeframe, then such Dispute shall be resolved in accordance with Call Off Schedule 11 (Dispute Resolution Procedure).

4 SECURITY CLEARANCE

- 4.1 The Supplier shall note that it is incumbent upon them to understand the lead-in period for security clearances and ensure that all Supplier Personnel have the necessary clearance in place before the Call Off Commencement Date. The Supplier shall ensure that this is reflected in their Implementation Plan.
- 4.2 The Supplier shall ensure that all Supplier Personnel do not access the Customer's IT systems, or any IT systems linked to the Customer, unless they have satisfied the Customer's security requirements.
- 4.3 The Supplier shall be responsible for providing all necessary information to the Customer to facilitate security clearances for Supplier Personnel in accordance with the Customer's requirements set out in Call Off Schedule 2 (Requirements) and Call Off Schedule 7 (Security).
- 4.4 The Supplier shall ensure that all Supplier Personnel requiring access to Customer Premises have the appropriate security clearance. It is the Supplier's responsibility to establish whether or not the level of clearance will be sufficient for access. Unless prior Approval has been received, the Supplier shall be responsible for meeting the costs associated with the provision of security cleared services.
- 4.5 If security considerations for Customer Premises require Supplier Personnel to be accompanied by the Customer's Representative, the Customer must be given reasonable notice of such a requirement, except in the case of emergency access.

5 DELAYS TO IMPLEMENTATION

- 5.1 If the Supplier becomes aware that there is, or there is reasonably likely to be, a Delay under this Call Off Contract it shall:
 - 5.1.1 notify the Customer as soon as practicably possible and no later than within two (2) Working Days from becoming aware of the Delay or anticipated Delay;
 - 5.1.2 include in its notification an explanation of the actual or anticipated impact and duration of the Delay (if known);
 - 5.1.3 comply with the Customer's instructions in order to address the impact of the Delay or anticipated Delay;
 - 5.1.4 use all reasonable endeavours to eliminate or mitigate the consequences of any Delay or anticipated Delay; and
 - 5.1.5 provide updates to the Customer at regular intervals during the Delay.

6 COMPENSATION FOR A DELAY

- 6.1 The Customer requires the Supplier to accept a price adjustment (Delay Payments) where Milestones have not been Achieved by the OSCD (or the relevant Payment Milestone Date).
- 6.2 Based upon updated OIPs for the Services developed by the Supplier as at the Call Off Commencement Date, the Supplier has provided a summary OIP setting out a

minimum number of identifiable Milestones against which Delay Payments shall apply. The table is included at Annex 2 to Part A of this Call Off Schedule 4, and is repeated at Annex 1 to Call Off Schedule 3 (Charges, Payment and Invoicing).

For the avoidance of any doubt, any amendments to the Milestone Dates in the Implementation Plan that are amended under the Change Control Procedure under Call Off Schedule 12 (Change Control Procedure) shall amend the table in Annex 2 to this Call Off Schedule 4 and the table in Annex 1 to Call Off Schedule 3 (Charges, Payment and Invoicing).

- 6.3 The Customer will be applying Delay Payments for failure to meet any Milestone including the OSCD and other Milestones specified in the Detailed Implementation Plan (without prejudice to the Customer's right to claim damages). This will be set at 10% of the total Implementation Charges payable per Month for up to three (3) Months.
- 6.4 The Supplier shall pay to the Customer such Delay Payments and the following provisions shall apply:
- 6.4.1 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 Customer as a result of the Supplier's failure to Achieve the corresponding Milestone;
 - 6.4.2 Delay Payments shall not be the Customer's exclusive financial remedy for the Supplier's failure to Achieve a Milestone by the Milestone Date and payment by the Supplier (and acceptance by the Customer of any Delay Payment) shall be without prejudice to the Customer's accrued rights or remedies under this Call Off Contract at the relevant payment date as a result of the Supplier's failure, including where:
 - (a) the Customer is otherwise entitled or does terminate this Call Off Contract pursuant to Clause 41 of the Call Off Terms; or
 - (b) the Delay exceeds the number of days specified in the Implementation Plan commencing on the relevant Milestone Date (not to be less than ninety (90) days);
 - 6.4.3 the Delay Payments will accrue (subject to the number of days specified in the Implementation Plan) on a daily basis from the relevant Payment Milestone Date until the date when the Milestone is Achieved;
 - 6.4.4 no payment or other act or omission by the Customer shall in any way affect the rights of the Customer to recover the Delay Payments or be deemed to be a waiver of the right of the Customer to recover such damages; and
 - 6.4.5 Delay Payments shall not be subject to or count towards any limitation of liability set out in Clause 36 of the Call Off Terms.

7 IMPLEMENTATION PRINCIPLES

- 7.1 During the Implementation Period the Supplier acknowledges that the Former Supplier shall retain full responsibility for all existing services until the Call Off Commencement Date (or until such other time as is otherwise formally agreed between the Former Supplier and the Customer, as notified to the Supplier). The Supplier's full-service

obligations shall formally be assumed on the Call Off Commencement Date as set out in the Call Off Order Form.

- 7.2 In accordance with the Detailed Implementation Plan, the Supplier shall:
- 7.2.1 work cooperatively and in partnership with the Customer and Other Suppliers as applicable to understand the scope of the Services to ensure a mutually beneficial handover of the Services;
 - 7.2.2 work with the Other Suppliers and Customer to assess the scope of the Services and prepare a plan which demonstrates Service implementation, utilisation of the Customer's ITSM tool and communication of Service changes to End Users;
 - 7.2.3 liaise with the incumbent Supplier to enable the full completion of the Implementation Period activities; and
 - 7.2.4 as agreed by the Customer, carry out the requirements within the Implementation Period including key Milestones and dependencies.
- 7.3 In addition the Supplier shall:
- 7.3.1 appoint a Contract Manager for the Implementation Period who shall be responsible for the management of the Implementation Plan, to ensure that the Implementation Plan is planned and resourced adequately, and who will act as a point of contact for the Customer during the Implementation Period;
 - 7.3.2 implement all the Services specified in Call Off Schedule 2 (Requirements) within the Call Off Contract;
 - 7.3.3 at the request of the Customer produce a Detailed Implementation Plan report for each Customer Premises to encompass programmes that will fulfil all the Customer's obligations to landlords and other tenants:
 - (a) the format of reports and programmes shall be in accordance with the Customer's requirements and particular attention shall be paid to establishing the operating requirements of the occupiers when preparing these programmes which are subject to Approval; and
 - (b) the Parties shall use reasonable endeavours to agree the contents of the report but if the Parties are unable to agree the contents within twenty (20) Working Days of its submission by the Supplier to the Customer, then such Dispute shall be resolved in accordance with the Dispute Resolution Procedure;
 - 7.3.4 manage and report progress against the Detailed Implementation Plan in accordance with the directions issued by the Implementation Governance Board;
 - 7.3.5 construct and maintain an Implementation risk and issue register in conjunction with the Customer detailing how risks and issues will be effectively communicated to the Customer in order to mitigate them;

CONTRACT FOR THE PROVISION OF PRINT SERVICES

OFFICIAL

- 7.3.6 attend progress meetings (frequency of such meetings shall be as set out in the Call Off Order Form) in accordance with the Customer's requirements during the Implementation Period. Implementation meetings shall be chaired by the Customer and all meeting minutes shall be kept and published by the Supplier; and
- 7.3.7 ensure that all risks associated with the Implementation Period are minimised to ensure a seamless change of control between the Former Supplier and the Supplier.

PART A – ANNEX 1

DOCUMENT DELIVERABLE MATRIX

The Customer has identified a number of document deliverables that the Supplier must provide following the Call Off Commencement Date. These shall be included in the Supplier's Implementation Plan. The Customer does not warrant that the content of this Annex 1 is complete, and the Supplier will need to review the Call Off Terms to obtain a complete understanding of the requirements.

| Deliverable | Description |
|---|---|
| Provide, agree and baseline a DIP | DIP |
| Provide and agree the finalised dependency register | A dependency register with sufficient detail to allow each dependency to be turned into a requirement on the Customer or Other Suppliers |
| Provide and agree the High Level Design document | Solution High Level Design underpinning the Supplier Solution & the DIP that can be agreed with the Authority and other Suppliers. HLD's will be needed for: a. The overall solution b. Cloud based printing solution component c. Bulk printing solution component d. Secure follow me print component e. Reporting and click charge calculation component |
| Provide a finalised risk register | Risk register from bid underpinning the DIP |
| Provide a Deliverables Matrix | Deliverables matrix (a base document against which the Project can assess progress of agreed Deliverables as they are mapped to the delivery lifecycle) |
| Provide and agree the Security Management Plan with the Authority's security unit | Security Management Plan |

CONTRACT FOR THE PROVISION OF PRINT SERVICES

OFFICIAL

| Deliverable | Description |
|---|--|
| Provide and agree the Risk Management and Accreditation document set with the Authority's security unit | Information Security Management System |
| Provide and agree a test plan for key components | Test plan for key components of the Supplier's solution, including the BCDR Plan. (Key components to be agreed at the start of the Implementation period). |
| Provide and agree a draft Systems Measurement and Reference Document ("SMRD") | SMRD |
| Provide and agree a draft Service Operations Manual ("SOM") | SOM |
| Provide ITIL process documents aligned to the Customer's ITIL policies | Policies and processes have been agreed between the Customer and the Other Suppliers. The Supplier will need to ensure their processes are aligned with those already agreed with Other Suppliers. |
| Provide a list of assets the Supplier wishes to retain from the Incumbent Supplier | List of transferring in assets (hardware, software and WAN circuits) (Asset list will be provided in the VDR) |
| Provide the Test Success Criteria using the Authority template provided for each service to be transferred to the Supplier at least two (2) Months prior to the respective Service Readiness Review meetings. | Test Success Criteria for key components of the Supplier's solution. (Key components to be agreed at the start of the Implementation Period). |

PART A – ANNEX 2

OUTLINE IMPLEMENTATION PLAN

The Supplier has summarised the key components of its three Outline Implementation Plans in the following table in order to highlight the principle Milestones, Payment Milestones and Milestones against which any Delay Payments will be applied:

Note: Delay Payments expressed as a percentage below shall be calculated as a percentage of the total Implementation Charges per Month up to a maximum of 3 (three) Months following the delay in Achieving the applicable Milestone or Payment Milestone.

| Milestone Type | Milestone reference Plan/row | Milestone Description | Key Deliverables | Milestone Completion Date | Delay Payment applied | Delay Payment % per Month |
|----------------------|---|---|---|---------------------------|-----------------------|---------------------------|
| Milestone 01 | MOIP A/104 (i.e. Milestone Outline Implementation Plan A/row 104) | Call Off Contract signature of RM3781 Lot 3 by both Supplier & Customer | Review & Sign-off Call Off Contract: <div style="border: 1px solid black; padding: 5px; margin-top: 5px;">The CPS claims an exemption from publishing this information under Section 43(1) of the FOI Act 2000</div> | | N | - |
| Payment Milestone 01 | PM 01 | Call Off Contract signature of RM3781 Lot 3 by both Supplier & Customer | Achievement of Milestone 01 | | N | - |
| Milestone 02a | MOIP A/144 | Project kick off meeting between Supplier & Customer | Project Management SoW Achievement & Sign-Off Project start up completed and Achieved | | N | - |

CONTRACT FOR THE PROVISION OF PRINT SERVICES

OFFICIAL

| | | | | | | |
|----------------------|-----------|---|---|--|---|---|
| | | | MOIPA: listed on rows 7 -144 by 16/04/2021 | | | |
| Milestone 02b | MOIP B/95 | Project kick off meeting between Supplier & Customer | Project Management SoW Achievement & Sign-Off Project start up completed and Achieved MOIPB: listed on rows 8 – 95 Achieved by 10/11/2020 | | N | - |
| Milestone 02c | MOIP C/29 | Project kick off meeting between Supplier & Customer | Project Management SoW Achievement & Sign-Off Project start up completed and Achieved MOIPC: listed on rows 8 -29 Achieved by 10/11/2020 | | N | - |
| Payment Milestone 02 | PM 02 | Project kick off meeting between Supplier & Customer Achieved | Achievement of Milestones 02a, 02b and 02c MOIP A/144 MOIP B/95 MOIP C/29 | | N | - |

CONTRACT FOR THE PROVISION OF PRINT SERVICES

OFFICIAL

| | | | | | | |
|----------------------|------------|--|--|--|---|------|
| Milestone 03a | MOIP A/171 | Project sign off of Model Office and preparation for live environment roll out | Project Initiation Achieved Model Office – Testing Reviewed, Acceptance & Sign-off: MOIP A rows 146 – 171 | | N | - |
| Milestone 03b | MOIP B/106 | Project sign off of Model Office and preparation for live environment roll out | Project Initiation Achieved Model Office – Testing Reviewed, Acceptance & Sign-off: MOIP B rows 96 -106 | | N | - |
| Payment Milestone 03 | PM 03 | Project sign off of Model Office and preparation for live environment roll out | Achievement of Milestones 03a and 03b MOIP A/171 MOIP B/106 | | Y | 2.5% |
| Milestone 04a | MOIP A/295 | Practical project completion agreed by all Parties | Device Deployment completed and Achieved: MOIP A rows 174 – 294 Final Operational Services | | Y | 4.5% |

CONTRACT FOR THE PROVISION OF PRINT SERVICES

OFFICIAL

| | | | | | | |
|----------------------|------------|--|--|--|------------------------------|----|
| | | | Commencement Date (FOSCD) | | | |
| Milestone 04b | MOIP B/178 | Practical project completion agreed by all Parties | On-Premise Print Rooms: Implementation completed and Achieved: MOIP B rows 109 – 177 | | Y | 2% |
| Milestone 04c | MOIP C/201 | Practical project completion agreed by all Parties | Bulk Off-Site services: Phase 1 – Implementation completed and Achieved : MOIP C rows 32 – 150 Phase 2 – Implementation completed: MOIP C rows 166 – 192 Phase 3 – Implementation completed: MOIP C rows 195 – 201 | | Y | 1% |
| Payment Milestone 04 | PM 04 | Practical project completion agreed by all Parties | Final Operational Services | | Y (as attached to Milestones | - |

CONTRACT FOR THE PROVISION OF PRINT SERVICES

OFFICIAL

| | | | | | | |
|---------------|------------|---|---|--|-----------------|---|
| | | | <p>Commencement Date (FOSCD):</p> <p>MOIP A/295 MOIP B/178 MOIP C/201</p> <p>Achievement of Milestones 04a, 04b and 04c</p> | | 4A, 4B and 4C)_ | |
| Milestone 05a | MOIP A/336 | Business As Usual ("BAU") date reached active | <p>Project Closure and handover to BAU completed and Achieved:</p> <p>Devices – MOIP A rows 296 – 335</p> | | N | - |
| Milestone 05b | MOIP B/185 | Business As Usual ("BAU") date reached and active | <p>Project Closure and handover to BAU completed and Achieved:</p> <p>On-Premise Print – MOIP B rows 180 - 190</p> | | N | - |
| Milestone 05c | MOIP C/214 | Business As Usual ("BAU") date reached and active | <p>Project Closure and handover to BAU completed and Achieved:</p> | | N | - |

CONTRACT FOR THE PROVISION OF PRINT SERVICES

OFFICIAL

| | | | | | | |
|----------------------|-------|---|--|--|---|---|
| | | | Off-Site Print Ph1 MOIP C rows 159 – 164 Ph 2 MOIP C rows 166 -193 Ph 3 MOIP C rows 204 -214 | | | |
| Payment Milestone 05 | PM 05 | Business As Usual (BAU) date reached active | Project Closed: Achievement of Milestone 05a, 05b and 05c MOIP A/336 MOIP B/185 MOIP C/241 | | N | - |

Workstream Outline Implementation Plans for the Contract at Call Off Commencement Date

OIP A Office Equipment and EOP Software workstream

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

OIP B On-Premise Print Rooms workstream

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

CONTRACT FOR THE PROVISION OF PRINT SERVICES

OFFICIAL

OIP C Off-Site Bulk Print and Scan workstream

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

PART A – ANNEX 3

SATISFACTION CERTIFICATE

To: [insert name of Supplier]

From: [insert name of Customer]

[insert Date dd/mm/yyyy]

Dear Sirs,

Satisfaction Certificate

Deliverable/Milestone(s): [Insert relevant description of the agreed Deliverables/Milestones].

We refer to the agreement ("**Call Off Contract**") [insert Call Off Contract reference number] relating to the provision of the [insert description of the Deliverables] between the [insert Customer name] ("**Customer**") and [insert Supplier name] ("**Supplier**") dated [insert Call Off Commencement Date dd/mm/yyyy].

The definitions for any capitalised terms in this certificate are as set out in the Call Off Contract.

[We confirm that all the Deliverables relating to [insert relevant description of Deliverables/agreed Milestones and/or reference number(s) from the Implementation Plan] have been tested successfully in accordance with the Test Plan [or that a conditional Satisfaction Certificate has been issued in respect of those Deliverables that have not satisfied the relevant Test Success Criteria].

[OR]

[This Satisfaction Certificate is granted on the condition that any Test Issues are remedied in accordance with the Rectification Plan attached to this certificate.]

[You may now issue an invoice in respect of the Milestone Payment associated with this Milestone in accordance with Clause 4 of the Call Off Terms (Pricing and payments)].

Yours faithfully

[insert Name]

[insert Position]

acting on behalf of [insert name of Customer]

CONTRACT FOR THE PROVISION OF PRINT SERVICES

OFFICIAL

PART B – NOT USED

PART C: CUSTOMER RESPONSIBILITIES

GENERAL

Any Approved Customer Responsibilities associated with the Milestones shall be set out in the Detailed Implementation Plan.

PART D: KEY PERSONNEL

The Supplier has assigned Key Personnel to the following Key Roles:

| Key Role | Key Personnel | Contact Details | Responsibilities |
|----------------------------------|---|--|---|
| Executive Sponsor | Jonathan Smith, Head of Public Sector Sales | | Strategic alignment of the engagement, partnership value creation for the engagement, contribute to vision and new opportunities creation, ensuring overall success of the engagement meeting the Customer vision. |
| Client Partner and Relationships | | The CPS claims an exemption from publishing this information under Section 40(2) of the FOI Act 2000 | Customer in vision of information. Participate in Call Off Contract management boards and innovation forums. |
| Implementation Manager | | | Work with the Customer's implementation manager, work collaboratively with incumbent during the exit, participate in management board and Implementation board, ensure seamless Implementation Services and transformation by resolution of issues and mitigating risks. |
| Contract Manager | | | Responsible for day to day service delivery, first point of escalation for P1/P2 and Incident Severity Level 1 and Incident Severity Level 2 Incidents, participate in the boards set out in Call Off Schedule 18 (Governance) including the service management board, technical change advisory board and provide input to Call Off Contract management board. |

PART E: SUB-CONTRACTORS AT THE CALL OFF COMMENCEMENT DATE

| | | |
|---|--|---|
| Company name | Genpact | SCC – Specialist Computer Centres PLC |
| Registered office and Company registration number | 66 Buckingham Gate, London SW1E 6AU CRN: 04217635 | James House, Warwick Road, Tyseley, Birmingham, B11 2LE CRN: 1428210 |
| Scope/description of any Deliverables to be provided by the Sub-Contractor; | Financial transactional management. | The provision of on-site break fix / service to non-Supplier print devices as deployed by Supplier. |
| Name and contact details of any person appointed with oversight of the provision of the Deliverables | <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: auto;"> The CPS claims an exemption from publishing this information under Section 43(1) of the FOI Act 2000 </div> | |

| | | |
|---|--|---|
| Company name | Relay Technical Transport Solutions | SPS – Swiss Post Solutions |
| Registered office and Company registration number | The Ridgeway, Thorney Lane, Iver, Bucks, SL0 9HW CRN: 01314775 | Swiss Post Solutions Parkshot House 5 Kew Road, Richmond TW9 2PR CRN: 04482213 |
| Scope/description of any Deliverables to be provided by the Sub-Contractor; | Transportation specialists. | Delivery of on-site print room & off-site Bulk print services. |
| Name and contact details of any person appointed with oversight of the provision of the Deliverables | <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: auto;"> The CPS claims an exemption from publishing this information under Section 43(1) of the FOI Act 2000 </div> | |

| | | |
|---------------------|---------------------------|---------------------|
| Company name | DHL International Limited | CitySprint (UK) Ltd |
|---------------------|---------------------------|---------------------|

CONTRACT FOR THE PROVISION OF PRINT SERVICES

OFFICIAL

| | | |
|---|--|--|
| Registered office and Company registration number | Unit 1 Horton Road Colnbrook Slough Berkshire SL3 0BB CRN: 01184988 | Ground Floor Red Central 60 High Street Redhill Surrey RH1 2EL CRN: 04327611 |
| Scope/description of any Deliverables to be provided by the Sub-Contractor; | Third party courier | Third party courier |
| Name and contact details of any person appointed with oversight of the provision of the Deliverables | <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: auto;"> The CPS claims an exemption from publishing this information under Section 43(1) of the FOI Act 2000 </div> | |

| | |
|---|--|
| Company name | Revisecatch Limited t/a eCourier |
| Registered office and Company registration number | 324 Kensal Road London W10 5BZ CRN: 02584802 |
| Scope/description of any Deliverables to be provided by the Sub-Contractor; | Third party courier |
| Name and contact details of any person appointed with oversight of the provision of the Deliverables | <div style="border: 1px solid black; padding: 5px; width: fit-content;"> The CPS claims an exemption from publishing this information under Section 43(1) of the FOI Act 2000 </div> |