

## Order Form Attachment 13: Due Diligence List

DD No	Category	Topic	Description	Gap Analysis	Rationale
1	End User Services	Modern Management	The Supplier solution is predicated on the environment being fully Intune managed as confirmed during ITT process.	Analysis of actual environment details and validation if there are any remaining non-Intune devices. Validation based on The Buyer provided information on in scope devices and specific build details.	Based on CQ responses The Supplier built their solution on the premise that all environment is managed by Intune. In the course of post-award communications it became apparent that there still are non-Intune managed devices, and these will require a different support model for which separate charging will be agreed.
2	End User Services	Application Presentation	The Supplier pricing is based on: a) Citrix/VMWare volumes provided and assumed being on-premise where infrastructure layer is out of scope for The Supplier. The Supplier highlighted that novating Citrix/VMWare licenses is most likely not feasible and that procuring these same licenses may no longer be possible.. The Buyer acknowledged the risk. b) AVD/W365 are non-production and not priced.	Agreement on securing licenses for Citrix and VMWare products. Details to be provided on environment design for each of four environments to assess support impact. Agreement on support RACI Agreement on a future pricing model distinguishing 4 disparate environments for which volumes may fluctuate over time.	The Supplier solution and pricing is based on information provided through CQ responses, however during post award communications it became apparent certain information was incorrect (i.e. VMWare Horizon environment is cloud based and not on-premise). Hence, validation of the proposed solution and model is required.
3	End User Services	Application Packaging, Heritage Exchange, Azure Filestore	The Supplier used volumetric, sizing and underlying technology assumptions for the purpose of estimating pricing for Application Packaging, Heritage Exchange and Azure Filestore. The Supplier expects to validate these assumptions in order to refine solution approach for these components.	Design details including underlying technology and service volumetrics.	Detail not provided within ITT documentation or through CQ responses.
4	End User Services	Monitoring	The following monitoring solutions will be used for the purpose of service delivery: <ul style="list-style-type: none"> <li>Microsoft 365 – this will leverage cloud native set of monitoring capabilities and feed data into The Buyer's ServiceNow</li> <li>Citrix and VMware Horizon – this will leverage existing native set of monitoring capabilities. It is assumed these are fit for purpose.</li> </ul>	Existing environment details to be provided including underlying volumes and monitoring capabilities to The Supplier for assessment.	Validate in more detail existing solutions and whether they are fit for purpose.

			<ul style="list-style-type: none"> <li>• AVD &amp; Windows 365 – these are non-production workloads and as such will not require monitoring capabilities until they move to production</li> <li>• Heritage Exchange – this environment is to be decommissioned prior to Service Commencement Date, however, should it remain Parties will work to implement The Supplier provided monitoring solutions</li> <li>• Azure Filestore - this will leverage cloud native set of monitoring capabilities.</li> <li>• Active Directory – this has been confirmed out of scope for The Supplier</li> </ul> <p>Should The Supplier be required to deploy monitoring solutions, The Supplier will deploy its own monitoring solutions which will integrate with The Buyer's ServiceNow.</p> <p>Based on clarifications provided during the ITT process event tickets are created automatically within the ServiceNow tool meaning there is no manual interaction for the Service Desk or other support groups and that monitoring tools are integrated with ServiceNow event management.</p>		
5	Commercial	Pricing definitions	Based on details provided within Allowable Assumption #20 on pricing interpretations items within this group will be discussed in detail to assess these categories match The Buyer's pricing expectations. Since pricing definitions were not provided for price units Parties will review and confirm common understanding of price units. Other examples include a) redeployment – while this involves repairs there is no actual category for break-fix and swap out b) Application Presentation pricing model as documented in item #2 c) application packaging pricing model as documented in item #3.	Parties will review pricing units and conclude on definitions for prices submitted within ITT response and those build either into Service Catalogue or Fixed Service Charges.	Changes to Charges to be agreed where applicable
6	Commercial	Third party Contracts	See table below	Analysis of existing contracts and mutual decision on treatment.	Changes to Charges to be agreed where applicable
7	End User Services	SLA - "Device Performance' 5 second laptop/desktop start up time"	This KPI is new and is currently being developed. The parties will review and agree the measurement of this service level during Mobilisation.	Verification to be conducted during baselining phase to ensure SLA can be met and clarify the details behind the measurement.	Changes to SLA "Device Performance' 5 second laptop/desktop start up time" to be agreed where applicable

The analysis is conducted against Supplier's understanding of Current Mode of Operations (CMO) and Buyer's IT Environment.

Licence Type	Third Party Software/ Supplier	Priced in Supplier Solution Yes/No	Possible treatment (novation)	Rationale
End User	End User Software	NO	NO	These items will become part of the Service Catalogue and will be sourced on demand and priced accordingly. The Supplier may need consent from the Buyer to source these products as vendors will require information on the end client using the software if the Supplier resells. We expect this activity to be executed during Transition and build-up of the Service Catalogue.
BAU Service	Citrix	NO	YES (if feasible)	These items are not included in the Supplier pricing and the parties acknowledge this is a risk as these contracts may not be novated. The parties will seek alternative solutions during Transition if this remains the case.
BAU Service	Nexthink Infinity subscription	YES	NO	Please see Order Form Attachment 6 (Software) for license details and volumes.
BAU Service	Locker Licences	NO	NO	Please see Order Form Attachment 12 (Buyer Responsibilities). Existing licences will be provided by the Buyer, future licences may be procured via the Supplier but owned by the Buyer.
BAU Service	DEMS360	NO	YES	This will be a novating contract and the price was not included in the Supplier price - this price unit was removed from final pricing sheet by The Buyer. The Supplier would like to understand current commercials.
BAU Service	DesLock +	NO	NO	These items are not included in the Supplier pricing - this price unit was removed from final pricing sheet by the Buyer. (FEUSPP_ITT_CQ423)
BAU Service	LogMeIn Rescue	YES	NO	Included in the Supplier proposal. Please see Order Form Attachment 6 (Software) for licensing details
BAU Service	Packaging Suite	YES	NO	The Supplier proposal includes the Supplier Flexera Adminstudio shared platform packaging tools. Unless there is a requirement to retain the same tool as currently the Supplier will use its own. The Supplier will also leverage the Buyer Chocolatey & Artifactory solutions as per FEUSPP Order Form Attachment 12 (Buyer Responsibilities).
BAU Service	VMWare	NO	TBC	These items are not included in the Supplier pricing and the parties acknowledge this is a risk as these contracts may not be novated. The parties will seek alternative solutions during Transition if this remains the case.
Inbound	Beyond Trust	NO	NO	Please advise whether The Buyer expects The Supplier to novate or The Supplier to source. The Supplier can source however contract end date implies this may be renewed already during Transition.
Inbound	Entrust	NO	NO	Based on FEUSPP_ITT_CQ539 provision of PersonalSign "is currently not in scope of the requirements." Please advise whether the Buyer expects the Supplier to novate or The Supplier to source. The Supplier

				can source however contract end date implies this may be renewed already during Transition.
<b>Inbound</b>	VSNI	NO	NO	Please advise whether the Buyer expects the Supplier to novate or The Supplier to source. The Supplier can source however contract end date implies this may be renewed already during Transition.