

## Schedule 2 (Specification)

### 1. INTRODUCTION

#### 1.1. General

- 1.1.1. This schedule specifies the intended scope of the Services to be provided by the Supplier under this Contract and a description of what each of the Services entails.
- 1.1.2. The requirements for the Services have been categorised under the following headings:
  - a) the elements as set out in paragraph 2 (the “**Implementation Services**”); and
  - b) the elements as set out in paragraph 3 (the “**Operational Services**”).

#### 1.2. Scope<sup>1</sup>

- 1.2.1. The overall scope for the Services is for the Supplier to provide the following core Logistics Planning functionality for End Users, including:
  - (a) Duty, Standby and Incident Rostering capability;
  - (b) Mutual Aid capability (e.g. sharing staff and Equipment Assets between different teams, such as the Buyer's Area Teams) in order to support Incidents;
  - (c) creation and maintenance of a Logistics Planning application accessible from standard web browsers on desktop and mobile devices;
  - (d) an ability to restrict access to functionality and data based on an End User's Persona, Incident Role and Organisational Unit;
  - (e) reporting and notifications to support operational management and alerting of End Users as to necessary actions;
  - (f) a capability to ingest and export data via APIs and dataset files;
  - (g) self-service configuration and admin functions which allows the Buyer to perform routine maintenance tasks (e.g. adding new categories of Equipment Assets, adding new Incident Roles, or creating new Shift Templates);
  - (h) provision of Documentation for training and End User help; and
  - (i) IT Service Management (in accordance with ITIL v4) for the Logistics Planning application.
- 1.2.2. Additionally, the Buyer requires a Logistics Planning application that enables future flexibility in order to extend the use of the Supplier System beyond that of the Buyer to other Defra Group organisations. This may include the implementation of future requirements, including (but not limited to):
  - (a) the Supplier must have a product roadmap which includes functionality readily available in the proposed product suite beyond the functionality currently stated in the Contract that the Buyer may wish to implement via the Variation Procedure;
  - (b) the Supplier may be required to exchange data and enable interoperability across new data and information systems and services. This could be via file-

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<sup>1</sup> The Buyer has previously issued a Request for Information (“**RFI**”) which provides some additional background and context. Information in this schedule supersedes the RFI. The RFI is only referenced to bring it to the attention of prospective suppliers who may not already be aware of it and who may find it of interest. This RFI is included as Appendix 1 Annex H.

based interfaces or in near real-time (e.g. by means of an open API, enabling unfettered access to all data wherever it is stored);

- (c) the Supplier may be required to support Rostering of resources including staff, other organisations, services and Equipment Assets for other Defra Group bodies;
- (d) the Supplier may be required to utilise capabilities in the product roadmap that could be used to replace other (aged) Defra Group systems (in whole or in part); and
- (e) the Supplier must propose new ideas, innovations, and service improvements via a bi-annual Continuous Improvement Plan that the Buyer may wish to implement via the Variation Procedure.

## **2. IMPLEMENTATION SERVICES**

### **2.1. Release 1 (Duty Rostering)**

2.1.1. The Supplier shall provide the Services necessary for the Supplier to:

- (a) provide, as a minimum, the capabilities as set out in Schedule 2 (*Specification*) Appendix 1 Annexes A to E, where:
  - a “Y” is included in the “Release 1” column; and
  - an “M” is included in the “M/S” column.
- (b) provide the capabilities as set out in Schedule 2 (*Specification*) Appendix 1 Annex F;
- (c) deliver the Deliverable Items for the Mobilisation Milestone, the Release 1 Go Live Milestone, the Release 1 Go Live ELS Milestone, the Release 1 Business Cutover Milestone, and the Release 1 Business Cutover ELS Milestone, as set out in Schedule 8 (*Implementation Plan and Testing*) Part A Annex 1; and
- (d) provide the Operational Services as set out in Paragraph 3 from the Release 1 Go Live Milestone.

2.1.2. The Release 1 Go Live Milestone shall be no later than five (5) Months from the Start Date.

2.1.3. The Release 1 Business Cutover Milestone shall be no later than three (3) Months from Achievement of the Release 1 Go Live Milestone.

2.1.4. The Supplier shall work with the Outgoing Supplier and the Buyer to ensure:

- (a) a smooth transfer of operations from the Outgoing Supplier to the Supplier;
- (b) no loss or corruption of the Buyer’s Data; and
- (c) End Users are kept informed of the changes.

2.1.5. The Supplier shall support the Buyer in producing an End User communications campaign that shall inform End Users of any relevant changes to the manner in which the Services are being provided.

2.1.6. The Supplier shall work with the Outgoing Supplier and the Buyer to agree the detailed sequence of activities to be documented in the Outgoing Supplier’s exit plan.

2.1.7. The Supplier shall obtain all existing assets and information that the Buyer has obtained from the Outgoing Supplier which are necessary for the Supplier to provide the Operational Services required from the Release 1 Go Live Milestone.

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- 2.1.8. The Supplier shall plan and implement the adoption of the Operational Services originally implemented at the Release 1 Go Live Milestone that minimises the disruption that will be incurred by End Users at the Release 1 Business Cutover Milestone.
- 2.1.9. The Supplier shall provide Early Life Support to support End Users in the first use of the functionality introduced from the Release 1 Go Live Milestone and from the Release 1 Business Cutover Milestone for a period of twenty (20) Working Days.

**2.2. Final Release**

- 2.2.1. The Supplier shall provide the Services necessary for the Supplier to:
- (a) provide, as a minimum, the capabilities as set out in Schedule 2 (*Specification*) Appendix 1 Annexes A to E, where:
    - a “N” is included in the “Release 1” column; and
    - a “M” is included in the “M/S” column.
  - (b) deliver the Deliverable Items for the Final Release Go-Live Milestone, the Final Release ELS Milestone, the Final Release Business Cutover Milestone, and the Final Release Business Cutover ELS Milestone, as set out in Schedule 8 (*Implementation Plan and Testing*) Part A Annex 1; and
- 2.2.2. The Final Release Go Live Milestone shall be no later than twelve (12) Months from the Start Date.
- 2.2.3. The Final Release Business Cutover Milestone shall be no later than six (6) Months from Achievement of the Final Release Go Live Milestone.

**3. OPERATIONAL SERVICES**

**3.1. Introduction**

- 3.1.1. The following sections of the Operational Services shall be provided from Achievement of the Release 1 Go Live Milestone:
- (a) Paragraph 3.2 – Functional requirements;
  - (b) Paragraph 3.3 – Non-functional requirements;
  - (c) Paragraph 3.4 – Service management requirements;
  - (d) Paragraph 3.5 – Social Value requirements.

**3.2. Functional requirements**

- 3.2.1. The functional requirements are set out in Annexes A, B, C, D and E to Appendix 1.

**3.3. Non-functional requirements**

- 3.3.1. The non-functional requirements are set out in Annex F to Appendix 1.

**3.4. Service management requirements**

*General management*

- 3.4.1. The Supplier shall undertake all the IT Service Management general management practices set out in ITIL 4.
- 3.4.2. The Supplier shall provide training on all relevant elements of the Supplier System to a small group (i.e. less than thirty (30)) of the Buyer’s End Users.
- 3.4.3. The Supplier shall provide refresher training to a small group (i.e. less than thirty (30)) of the Buyer’s End Users with each Upgrade, Update or New Release to the Supplier System or its functionality.

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- 3.4.4. The Supplier shall provide Documentation to accompany all training, covering all relevant aspects of the solution.
- 3.4.5. The Supplier shall ensure its continual improvement processes and procedures incorporate the requirements of Schedule 11 (*Continuous Improvement*).
- 3.4.6. The Supplier shall ensure its measurement and reporting processes and procedures incorporate the requirements of Schedule 10 (*Service Levels*).
- 3.4.7. The Supplier shall ensure its information security management processes and procedures incorporate the requirements of Schedule 16 (*Security*).
- 3.4.8. The Supplier shall ensure its service validation and testing processes and procedures incorporate the requirements of Schedule 8 (*Implementation Plan and Testing*) Part B (*Testing*).
- 3.4.9. The Supplier shall ensure its financial management processes and procedures incorporate the requirements of Schedule 24 (*Financial Difficulties*).
- 3.4.10. The Supplier shall ensure its knowledge management and records management processes and procedures incorporate the requirements of Schedule 20 (*Processing Data*) and Schedule 30 (*Exit Management*).
- 3.4.11. The Supplier shall ensure its governance processes and procedures incorporate the requirements of Schedule 13 (*Contract Management*).

*IT Service Management*

- 3.4.12. The Supplier shall undertake all the IT Service Management service management practices set out in ITIL 4.
- 3.4.13. The Supplier shall provide Second Line Support and Third Line Support via an English speaking Help Desk aligned to ITIL 4 practices, accessible as a minimum via phone and email, which shall serve as a single point of contact for End Users for all queries relating to support of the Supplier System. For the avoidance of doubt, phone contact will only be available to nominated Buyer's End Users with a support role.
- 3.4.14. The Supplier shall have an appropriate number of suitably skilled and experienced Supplier Personnel to operate the Help Desk during Supplier Help Desk Hours.
- 3.4.15. The Supplier shall store and maintain records of all communications to the Help Desk including, as a minimum, details and categorisation of what was received or sent, the communications transmitted, the date and time of communications received or sent, and End User details.
- 3.4.16. The Supplier shall operate an access control regime for the Supplier System requiring that access is only granted to authorised and authenticated End Users, with control of who is an authenticated and authorised End User within the control of the Buyer and able to be administered via the Supplier's own access control regime.
- 3.4.17. The Supplier shall inform the Buyer of any planned maintenance with ten (10) Working Days advance notification. The Supplier shall facilitate a go/no-go discussion with the Buyer before works starts on the day of the planned maintenance so that the impact of major Incidents (such as flooding or a disease outbreak) can be considered and allow for the planned maintenance to be deferred to another agreed date.
- 3.4.18. The Supplier shall undertake IT Change Management in accordance with ITIL 4.
- 3.4.19. The Supplier shall monitor and manage the Supplier System.

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- 3.4.20. The Supplier shall log software application errors in the Supplier System through an IT Service Management process that is controlled from receipt of the initial fault report to fix of the Supplier System.
- 3.4.21. The Supplier shall ensure that all Service Incidents, Problems and any associated Upgrades, Updates or New Releases are logged with the Help Desk.
- 3.4.22. The Supplier shall provide configuration documentation and release notes for each Upgrade, Update or New Release.
- 3.4.23. The Supplier shall operate an ITSM Toolset in delivery of its IT Service Management activities and provide access to the ITSM Toolset to the Buyer.
- 3.4.24. The Supplier shall produce Knowledge Articles and record Knowledge Articles within the ITSM Toolset.
- 3.4.25. The Supplier shall ensure that their ITSM Toolset is able to track when Service Incidents, Problems, or other entries in the ITSM Toolset are set to breach a Service Level Performance Measure and raise an alert to the Buyer.
- 3.4.26. The Supplier shall ensure that their ITSM Toolset provides the capability to log and track and report issues, questions and End User feedback in a structured and consistent format. The Supplier's ITSM Toolset shall be capable of integration with the Buyer's ITSM Toolset (currently ServiceNow®) and shall receive Service Requests from the Buyer's ITSM Toolset electronically.
- 3.4.27. The Supplier shall ensure that the ITSM Toolset provides the capability to mass notify End Users as and when required (e.g. in the event of a Priority 1 Service Incident).
- 3.4.28. The Supplier shall keep all the Supplier System components within support in accordance with Schedule 28 (*ICT Services*).
- 3.4.29. The Supplier shall ensure its IT asset management processes and procedures incorporate the requirements of Schedule 28 (*ICT Services*).
- 3.4.30. The Supplier shall ensure its service continuity management processes and procedures incorporate the requirements of Schedule 14 (*Business Continuity and Disaster Recovery*).

*Technical management*

- 3.4.31. The Supplier shall undertake all the IT Service Management technical management practices set out in ITIL 4.
- 3.4.32. The Supplier shall provide suitable Pre-Production Environments for the purposes of Testing and training.
- 3.4.33. The Supplier shall ensure that it is clear to the End User which Environment they are in by clear labelling, distinct URLs, and ideally use of splash screens, banners and other devices designed to ensure that it is clear to the End User that they are not using the Production Environment.
- 3.4.34. The Supplier shall conduct training in the Pre-Production Environment and will not use the Live Environment for conducting training.
- 3.4.35. The Supplier shall ensure that training using proven and/or live functionality can be conducted in parallel and without conflicting with the Supplier's user acceptance testing of new functionality and/or problem fixes.

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- 3.4.36. The Supplier's Pre-Production Environments used for testing shall include any test harnesses, simulators and hardware/or software required in accordance with the Test Strategy.
- 3.4.37. The Supplier's Pre-Production Environments shall use Good Industry Practice test automation tools to reduce the cost of Testing defined in Schedule 8 (*Implementation Plan and Testing*) Part B (Testing).
- 3.4.38. The Supplier's Pre-Production Environments shall be correctly configured and available on an ongoing basis from the date of the first Test for the testing activities defined in the Test Strategy.
- 3.4.39. The Supplier's Pre-Production Environments shall be maintained so as to generate consistent results from Tests (in accordance with the Test Strategy) that will allow new outputs to be comparable to baseline results.
- 3.4.40. The Supplier shall provide End Users access to the Pre-Production Environments to support Testing in accordance with Schedule 8 (*Implementation Plan and Testing*) Part B (Testing).
- 3.4.41. The Supplier shall ensure that the Suppliers testers are able to assume roles based on different Personas within the Pre-Production Environments that are different from those Personas they may have assigned to them within the Live Environment and without this having any impact on the Live Environment.
- 3.4.42. The Supplier shall make available sufficient business and operational IT equipment (hardware and software), IT processing power, IT storage and IT bandwidth to deliver the Services.
- 3.4.43. The Supplier will implement and deploy enhancements and fixes to the Supplier System in accordance with ITIL 4. This includes the ability to revert to a previous release, such as could be necessary following a release that generated a Priority 1 or Priority 2 Service Incident.

*Product Backlog management*

- 3.4.44. The Supplier shall create and maintain a Product Backlog.
- 3.4.45. The Supplier shall undertake the necessary stakeholder engagement and user research required to populate the Product Backlog.
- 3.4.46. For each item listed in the Product Backlog, the Supplier shall provide an estimate of the effort required to develop each item in the Product Backlog. The Supplier shall prepare these estimates with appropriate care and skill, and on the basis of fair and reasonable assumptions.
- 3.4.47. The Buyer, acting reasonably, will provide a prioritisation for each item in the Product Backlog as part of the Service Management Board.
- 3.4.48. Should the Buyer want to commission the implementation of an item or set of items from the Product Backlog this shall be agreed in accordance with the Variation Procedure.

**3.5. Social Value requirements**

- 3.5.1. The Supplier shall implement measures in order to support the following Social Value policy outcomes:

*Create new businesses, new jobs and new skills*

- a) create opportunities for entrepreneurship and help new organisations to grow, supporting economic growth and business creation.

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- b) create employment and training opportunities particularly for those who face barriers to employment and/or who are located in deprived areas, and for people in industries with known skills shortages or in high growth sectors.
- c) support educational attainment relevant to the contract, including training schemes that address skills gaps and result in recognised qualifications.

*Effective stewardship of the environment*

- d) deliver additional environmental benefits in the performance of the contract including working towards net zero greenhouse gas emissions.
- e) influence staff, suppliers, customers and communities through the delivery of the contract to support environmental protection and improvement.

*Tackle workforce inequality*

- f) demonstrate action to identify and tackle inequality in employment, skills and pay in the contract workforce.
- g) support in-work progression to help people, including those from disadvantaged or minority groups, to move into higher paid work by developing new skills relevant to the contract.
- h) demonstrate action to identify and manage the risks of modern slavery in the delivery of the contract, including in the supply chain.

*Improve health and wellbeing*

- i) demonstrate action to support health and wellbeing, including physical and mental health, in the contract workforce.
- j) influence staff, suppliers, customers and communities through the delivery of the contract to support health and wellbeing, including physical and mental health.