

WEEE SC – Support Service 2021-22

CCN02 for the WEEE SC Support Service

Environment Agency (EA)

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Issue Record

The content of this document is wholly defined by the issue. The first published version is Revision 1. Draft documents are issued as, (e.g. 1.1, 1.2, etc., with a full version published as the next complete number, e.g. 2.0.) The document will be reproduced in its entirety when any change has been incorporated and approved.

Revision	Incorporated By	Revision Date	Comments
0			Initial Issue

Authorisation Notification

Authorisation applies to the current version of this document only.

Role	Name	Company	Job Title

Hold Table

This table contains details that are not available at this time but will be added in future revisions of the document.

Hold No	Section	Description	Responsible

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1 Executive Summary

1.1 Purpose

This document is the Contract Change Note (CCN) for the provision of the Leidos Support Service for the Waste Electrical and Electronic Equipment Settlement Centre (WEEE SC) application and service on a fixed price (FP) basis, under the WEEE SC Support Service Contract terms and conditions, unless amended herein, are in accordance with the original Contract.

The EA have also previously requested information on the Leidos Exit Management approach for this Service, this is provided in the Exit Management section at Appendix A of this document.

1.2 Background

Leidos have provided first, second and third line application support and development services to the EA for the WEEE SC application, since its commencement in 2008. Recently, the EA has requested Leidos to provide an extension to the existing service on an FP basis for one year, due to the current support contract expiring on 31-March-2021. This proposal also includes an optional second FP year (+1 year) if the EA require to extend the existing support contract for WEEE SC further.

The overall financial cost for the Support Extension for Year 1 is shown in Table 1 below.

1.3 Pricing Summary

Leidos proposes the financial model summarised in Table 1 below. Leidos provides additional pricing information in Table 1 – Pricing Summary.

	Pricing Model	Line Total
Year 1 Provision of Support Service [REDACTED] 01/04/2021 – 31/03/2022 <i>(FP invoiced in full on contract commencement)</i>	[REDACTED]	[REDACTED]
Total		[REDACTED]

Table 1 – Pricing Summary

2 Support Service

2.1 Revised Support Period

Leidos confirms that the revised Support Service contract is to provide cover for a 12-month period from 01/04/2021 and ending on 31/03/2022. An optional (+1) year of additional support covering the next 12-month Support Year is also offered as part of this CCN.

The cost of the Optional (+1) year (i.e. Year 2), for the period from 01/04/2022 and ending on 31/03/2023, will have indexation applied to the yearly cost stated for Year 1, as listed in Table 1 above.

2.2 Service Scope

Leidos to continue the provision of the following services with regard to the operation of the WEEE Settlement Centre:

- ▶ Administration;
- ▶ Support and Maintenance;
- ▶ Cloud Servers;
- ▶ Service Management.

The following items are **not in scope** of this Support Service contract, and incur an additional Time & Materials (T&M) cost to the EA, in accordance with the effort involved:

- ▶ Requests for data from WEEE SC to be provided, in any form, to the EA;
- ▶ Requests for additional reports (primarily data) to be provided to the EA;
- ▶ Consultancy, analysis and estimates for any proposed enhancements;
- ▶ Non-BAU development or engineering tasks.

Non-BAU related report requests, data requests, development tasks, change requests and consultancy type effort, as mentioned previously, is chargeable on a T&M basis for this Support Contract, Leidos will require receipt of a suitable PO prior to commencing any tasks that fall within this category. Any chargeable tasks will be highlighted to the EA as they are identified.

Leidos will arrange a meeting to engage with EA to discuss the future use and potential modernisation options for the system. Leidos can then also engage in an options appraisal on modernisation / replacement of the existing WEEE SC solution, if required by the EA, at the existing T&M rates, following receipt of separate PO from the EA.

Administration

Leidos provides a pool of employees whose role is to field the support calls raised, provide solution/guidance where possible or pass to an appropriate member of our support team for further investigation/resolution.

The Support component of the service is provided from 9:00am to 5:00pm Monday to Friday, excluding public holidays*. Support calls are raised either by our dedicated email address or via our dedicated Support telephone number.

*Leidos has the following three public holidays annually:

- ▶ Christmas Day and Boxing Day (or equivalent);
- ▶ New Year's Day (or equivalent).

Support and Maintenance

When required, the Leidos Support Team escalates support calls received to our extended team of technical support resources for further investigation/resolution.

Our dedicated support team is UK based and provides application support and maintenance that includes root cause analysis, investigation and problem fixes.

For this service, only minor changes (maintenance) within the scope of BAU will be progressed within the FP service budget. An additional PO is required from the EA by Leidos for all other Change Requests, prior to the change commencing. Such changes are progressed on a T&M basis, at the rates detailed within this CCN.

Service Management

Leidos provides, as part of the Fixed Price component of the service, a dedicated Project Manager/Service Delivery Manager to ensure the smooth running of the WEEE Settlement Centre, this resource is both Prince II and ITIL trained, and is the EA's key contact for the provision of the support services provided.

Our Project/Service Delivery Manager provides/arranges the following:

- ▶ Support service management and service reporting, including system maintenance reporting;
- ▶ Helpdesk management;
- ▶ Access to the support engineers for routine queries and assistance during office hours.

3 Pricing Detail

3.1 Cost Summary

Leidos requests that the EA confirm/provide a suitable purchase order for the provision of Support services as shown in Table 2 below.

	Pricing Model	Line Total
Year 1		
Provision of Support Service (Fixed Price): 01/04/2021 – 31/03/2022 (FP invoiced in full on contract commencement)		
Total		

Table 2 – Pricing Detail

The BAU Support budget provides an operational service budget, primarily to cover any Leidos Engineer effort (Support and Infrastructure), and other specialist resources and analysis effort expended in relation to the BAU support service. It also includes all management effort in relation to BAU service management, ticket progression, team management, service reporting, commercials, service provision, helpdesk provision, and service specific licensing costs.

Additionally, hosting and provision on cloud services within the BAU budget, includes the Amazon Web Services (AWS) costs and software licensing costs specific to this service for the cloud hosting and provision. If there are any significant increases in relation to the AWS cloud hosting or the licencing costs, then this will be notified to the EA, as any cost increase out with Leidos' control will require to be charged to the EA, in addition to the agreed FP service charge.

The Hosting cost is also based on the assumption that the consumption/utilisation of Cloud hosted resources remains at the current volumes and cost by the EA. As the WEEE demand/consumption of resources is outside of Leidos' remit, then increases in Hosting costs are notified to the EA, and additional cost will be incurred by the EA.

The WEEE application is a legacy application, some software components for this application reach end-of-life (EoL) for mainstream support over the next two years, if any unexpected effort is required, such as additional maintenance or development for the aging solution, then the EA will be notified and additional T&M cost will be incurred by the EA.

The ageing WEEE SC solution should be considered for modernisation or replacement as it approaches its End-of-Life period and the end of mainstream support for the technical solution components. Leidos recommends engaging with EA stakeholders, prior to providing an options appraisal on modernisation or replacement of the legacy WEEE SC solution. The additional cost would be charged at existing T&M rates and require receipt of a relevant PO from the EA.

3.2 Blended Day Rate

Leidos provide personnel at the discounted Blended Day Rate previously agreed for this support contract, this includes effort for management, application support and engineer effort (except where more senior resources or specialist skills in any of these areas is required). The blended day rate is [REDACTED]

If any senior or specialist staff are required, then this is discussed with the EA, and will incur an additional cost to the EA in excess of the blended day rate.

Any additional costs are applied at the previously agreed support contract rates for the EA, excluding any utilisation of senior or specialist resources.

The duration of a standard Leidos working day is 7.5 hours.

3.3 Notes

3.3.1 Validity

This proposal is valid for 30 days from the date of the proposal.

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3.3.2 VAT

All prices exclude VAT, which is charged at the prevailing rate.

3.3.3 Invoicing

Leidos intend to invoice the EA in full in advance on contract commencement for the support year, following the mutual signature of this agreement. Leidos requires payment of any invoices within 30 days of issue. The document, once mutually signed can be quoted for payment on an invoice in lieu of Purchase Order receipt.

4 Terms and Conditions

All terms and conditions, unless amended herein, are in accordance with the original Contract.

5 Sign Off and Approval

The mutual signature of this document by a duly authorised representative constitutes agreement between the Parties.

Agreed By	Customer	Leidos Innovations UK Limited
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By

Name

Title

Date

Appendix A Exit Management

A.1 Introduction

This Section outlines the various processes that form the initial Exit Management Plan. A number of knowledge transfer sessions are proposed during the Exit Assistance Period where detailed technical and operational knowledge is shared with the incoming supplier.

Once an Exit Notice has been issued Leidos appoint a suitably qualified Exit Manager and provide written notification of the appointment to the EA with sufficient notice prior to the Exit Assistance Period commencing.

Leidos will define the duration and involvement of requirements for both the EA and any incoming new Supplier in handover meetings. The EA, any incoming supplier and Leidos discuss and agree the quantity, frequency and content of these meetings at an initial Exit transition meeting in order to construct an Exit Management Plan.

A Draft Exit Management Plan is submitted to the EA within 30 days of receiving the Exit Assistance Notice for the contract. Subsequently, the EA and Leidos will meet and agree the detail of the Exit Plan prior to submission of the final Exit Plan to the EA.

A.2 Methodology for Transition of Service

Leidos discusses and agrees a handover methodology with the EA/Incoming Supplier in line with the Exit Management Plan for the WEEE SC Service with the most likely methods being:

- ▶ A single phase service switch-off and decommissioning approach on a specified date with any required service collateral (codebase, data or documentation) delivered by a secure method to the EA;
- ▶ A single phase handover approach, on a specified date, when the incoming supplier takes over all support services.

Leidos is available to assist with either methodology.

A number of sessions are suggested during the handover period where detailed technical and operational knowledge can be shared with the incoming supplier of support services.

The list below identifies sessions that may be necessary:

- ▶ Service Desk and ITSM handover session;
- ▶ Cloud and Data Management session;
- ▶ Service Management handover session;
- ▶ Technical Support handover session;
- ▶ Enhancement service handover session.

Leidos recommends that the Transition Manager for the Incoming Supplier attends Service Review Meetings, prior to the start of the new support contract.

The details of these meetings and durations of handover form part of the final Exit Management Plan to be agreed between Leidos and the EA. All meetings should be scheduled such that they do not impact on the on-going Support Service provided by Leidos.

The following items are provided to the new supplier as part of the knowledge transfer before the conclusion of the AIMS contract:

- ▶ A handover of any existing design and configuration documentation including design documentation, configuration documents, detail of any third party contracts (excluding Administration Accounts details or Passwords);
- ▶ A handover on software licences used;
- ▶ A handover of release notes, known errors and knowledge articles for the supported system;
- ▶ A handover of documentation for all outstanding change requests.

Before the last day of the phased (or final) handover of a service, the following artefacts will have been handed over:

- ▶ List of all Server Administration Accounts and Passwords, Database Administration Accounts and Passwords, where relevant for handover;
- ▶ An Extract of any outstanding or pending requests and incidents;
- ▶ An Extract of Existing Knowledge Articles;
- ▶ An Extract of Known Errors;
- ▶ Any Design Documentation and software licensing detail available, where appropriate;
- ▶ Any other pre-existing documentation requested by the EA that relates to the Services supplied or administered by Leidos.

Should any update to the agreements and processes, be required as part of the transition, this will be co-ordinated and agreed in meetings between the EA, Leidos and the incoming supplier at the start of the Exit transition.

On the last day of the Leidos provided Service, Leidos co-ordinates with the incoming service provider to remove all access rights Leidos staff have to the services. Leidos does not expect to store any Personal Data on its systems, but it will complete an audit of any data held and ensure its destruction in a secure manner.

A.3 Ordinary Exit Management Plan

The list below outlines the steps for the Ordinary Exit Management Plan which is used when no emergency exists:

- ▶ Leidos provides the Incoming Supplier's Transition Manager with this Exit Management overview;
- ▶ Leidos arranges a meeting with the Incoming Supplier's Transition Manager and the EA's Transition Manager to agree the effort required from both suppliers and compile the final formal Exit Plan;
- ▶ Leidos provides the EA's Transition Manager with an updated version of the Exit Management Plan;
- ▶ The EA's Transition Manager provides written approval of the updated Exit Management Plan;
- ▶ The Incoming Supplier's Transition Manager and the Leidos Transition Manager agree a schedule for the knowledge transfer sessions;
- ▶ The knowledge transfer sessions take place and the Exit services are delivered;
- ▶ A final exit meeting is scheduled with the Incoming Supplier's Transition Manager and the EA's Transition Manager in attendance, where Leidos confirm all Leidos obligations are met or defines outstanding tasks, deliverables and timescales;
- ▶ All outstanding tasks are complete and Exit Services are delivered;
- ▶ Provide any relevant Personal Data held by Leidos and destroy electronic and paper copies of such data in a secure manner;
- ▶ Hand-over of all the final deliverables (codebase, documentation, knowledge) is completed.

A.4 Recommended Timescales

Leidos intends to conduct the handover for Exit within a period of three months, with associated resources using the Ordinary Exit Management Plan.

A.5 Staff

Leidos do not expect that any staff providing the services will be liable to transfer under TUPE legislation on exit of the contract. However, Leidos HR will conduct an assessment based on current TUPE legislation prior to the exit.

A.6 Emergency Exit Management Plan

This type of Exit Management Plan applies where an earlier handover is needed as a consequence of termination of the services. There are many reasons why this type of plan may be required. Leidos and the EA agree which plan is to be used. Leidos expects that the use of an Emergency Exit Management Plan precludes a single phase cutover date for the transition handover of services. The EA is to advise Leidos if the Emergency Exit Management Plan is to include any parallel running transition activities.

The Emergency Exit Management Plan takes the same form as the Ordinary Exit Management Plan providing all of the same deliverables. However, the handover sessions all take place within the same week. Leidos expects that timescales for exiting the WEEE SC service are to be reduced in order to undertake an Emergency Exit and will collaborate with the EA to achieve that aim. However, an Emergency Exit is not advisable due to the cloud-based design of the service, Leidos recommend that significant notice is provided to ensure a clean exit for the existing supported service.

All deliverables are provided immediately on notification of termination, if available, or as soon as available thereafter. The Leidos Transition Manager ensures that the EA is aware of the information that is immediately available and the timescales for completion of the remaining termination deliverables.

The final handover meeting between the EA Transition Manager and the Leidos Transition Manager takes place on the same day as the final handover session.

A.7 Management Structure / Roles and Responsibilities

The following individuals should be available for handover discussions with the Incoming Supplier. The list below identifies the key personnel with existing knowledge and experience of the Service:

- ▶ Leidos Exit/Transition Manager;
- ▶ Leidos Service Delivery Manager;
- ▶ Leidos Service Delivery Team;
- ▶ EA Transition Manager;
- ▶ EA Technical/Process Team;
- ▶ Incoming Supplier Transition Manager.

The Leidos Transition Manager provides the names, responsibilities for staff involved in providing the Exit of services during the Exit Assistance Period, these details are provided following agreement of the Exit Management Plan (Final Draft).

A.8 Notification and Timing of Exit

The EA Service Manager instructs the Leidos Service Delivery Manager in writing of the need to exit the services by issuing an Exit Notice.

The Exit Notice shall specify the following:

- ▶ Exit Date;
- ▶ Date from which Exit Services are required;
- ▶ The nature of the Exit Services required;
- ▶ The period during which it is anticipated that Exit Services are required.

The Leidos Transition Manager, the EA Service Manager and Incoming Suppliers Transition Manager agree specific dates and the exact timing of the Exit activities using the details in the Exit Assistance Notice and before the termination or contract expiry date.

A.9 Service Levels during the Exit

Leidos maintain the operational service levels at all times during transition to the Incoming Supplier, unless agreed otherwise with the EA.

A.10 Transfer and Cessation Process

The following sections provide a detailed description of both transfer and cessation processes. A detailed timetable is agreed between all parties when the final Exit Management Plan is to be completed. All issues in the schedule are addressed by the Leidos Transition Manager as the aim is to ensure no disruption to the services.

The EA and the Incoming Supplier make requests of Leidos in writing to the Leidos' Transition Manager. All requests are recorded in a requests register by the Leidos Transition Manager in order to track that each request has been responded to appropriately. If any request is not part of the Exit Management Plan or is part of a previously authorised transition service and requires effort to complete, then the EA Transition Manager and the

Leidos Transition Manager discuss the request, plan how to proceed and agree any charges that are reasonable for the effort required to meet the request.

A.10.1 Knowledge Transfer

Leidos is available to provide assistance for the knowledge transfer to the Incoming Supplier on request from the EA. The knowledge transfer to the EA, or the Incoming Supplier, covers the following areas:

- ▶ Provision of all service documentation, including but not limited to any design documents, configuration documents, third party contracts;
- ▶ Provision of all relevant training material that exists;
- ▶ Provision of appropriate knowledge transfer, if needed, to enable a smooth transfer of responsibilities;
- ▶ Provision of support during a documentation review period:
 - This affords the Incoming Supplier a period of time to review the documentation and identify areas where they require further information. Leidos expects e-mail communication and telephone calls from the Incoming Supplier to aid understanding and clarify issues. The provision of the review period is to allow the Incoming Supplier the time to gain understanding and prepare questions/gap analysis for the handover sessions.
- ▶ Organise and carry out handover session(s):
 - This allows the Incoming Supplier an opportunity to discuss any issues with information provided and supports question and answer session(s).
- ▶ Provision for access to personnel involved with the service transition, where relevant.

Leidos use their working knowledge and daily operation of the WEEE SC service to inform the contents of the sessions and transfer of knowledge.

A.10.2 Outstanding Issues

Outstanding service issues are taken to a point where they can be frozen for handover to the Incoming Supplier.

All work in progress is frozen at an agreed point in time with the EA, before handover to the Incoming Supplier. This ensures that Leidos can create a baseline for all related software and documentation, facilitating a clean handover.

Handover of work in progress will include hand over of any 'live' incidents at the point of transition.

A.10.3 Transfer of Hardware Assets

There are no hardware assets to transfer from Leidos in respect of this contract.

A.10.4 Transfer of Software and Tooling Assets

There are no tooling assets from Leidos to transfer in respect of this contract. The WEEE SC application codebase is owned by the EA, as is the IPR, this can be provided if required in an agreed format and delivery method to the EA.

A.10.5 Transfer of Services

The EA and the Incoming Supplier agree a date for the transfer of services with Leidos. Leidos is available to collaborate with the incoming supplier whilst they become familiar with the services. Responsibility for the services is to be clearly defined and agreed between all parties throughout the transition. This is a critical success factor in the planning of the Exit Management Plan. Service handover is formally documented by the Leidos Transition Manager and the incoming supplier's Transition Manager agreeing that responsibility has been transferred from Leidos.

A.10.6 Handover Meetings

Handover meetings take place in mutually agreed locations, or remotely, at times that staff can accommodate, to minimise impact on the on-going support and management of the service, but taking into account the criticality and urgency of the Transition Services.

Handover sessions will take the following form:

- ▶ Dissemination of documentation procured within an agreed period prior to the handover session;

- ▶ The incoming supplier team is walked through the handover documents, discussing any issues identified and these are clarified within the meeting or actions taken away for the team to answer post meeting;
- ▶ A question and answer session on any other related information.

A.10.7 Charges for Exit Management Activity

The analysis, planning and execution and any other effort in relation to the Exit Management Plan is chargeable to the EA at the previously agreed WEEE SC contract T&M rates. However, it is anticipated that the majority of the Leidos personnel involved will be chargeable at the agreed contract blended day rate to the EA.