

APPENDIX B
SERVICE DESCRIPTION

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REDACTED
L0965; Lot 1 – REDACTED Network Hardware
Appendix B – Service Description

1. INTRODUCTION

- 1.1 Various projects are being carried out by Cabinet Office ICT.
- 1.2 The Cabinet Office supports the Prime Minister and ensures the effective running of government. The Cabinet Office is also the corporate headquarters for government, in partnership with HM Treasury, and takes the lead in certain critical policy areas.

2. SCOPE OF REQUIREMENT

- 2.1 Cabinet Office require the following equipment: -

<u>Quantity</u>	<u>Part Number</u>	<u>Item</u>
2	REDACTED	Network REDACTED Application Delivery Controller
2	REDACTED	Network REDACTED Application Delivery Controller Level 1-3 Premium 1 Year Support
2	REDACTED	Network REDACTED Application Delivery Controller NBD Hardware Replacement 1 Year
2	REDACTED	Network REDACTED Field Upgrade: Single 400W AC Power REDACTED for Redundant PSU

- 2.2 The specific make of hardware above is required as the technical solution has been approved by the Communications-Electronics Security Group (CESG).

3. SERVICE LEVELS AND PERFORMANCE

- 3.1 The Authority will measure the quality of the Supplier's service levels by:
- 3.1.1 Cost
- 3.1.2 Delivery Timescales – All hardware is required by 24th July 2015.

4. ADDITIONAL REQUIREMENTS

- 4.1 A PO will be raised and the supplier will need to invoice our Shared Service Centre.

5. LOCATION

- 5.1 Delivery will be to: -

REDACTED, 10 Downing Street, London, SW1A 2AA

6. SECURITY REQUIREMENTS

- 6.1 The supplier will need to liaise with PMO regarding exact delivery times, driver and vehicle details.

7. BUDGET

- 7.1 Prices should be inclusive of expenses and exclusive of VAT.
- 7.2 Please complete the table provided at Appendix E.