**Call-Off Schedule 20 (Call-Off Specification)**

This Schedule sets out the characteristics of the Deliverables that the Supplier will be required to make to the Buyers under this Call-Off Contract

# PURPOSE

REDACTED TEXT under FOIA Section 43 Commercial Interests.

# BACKGROUND TO THE BUYER

# REDACTED TEXT under FOIA Section 43 Commercial Interests.

# BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

REDACTED TEXT under FOIA Section 43 Commercial Interests.

# DEFINITIONS

REDACTED TEXT under FOIA Section 43 Commercial Interests.

# SCOPE OF REQUIREMENT

# REDACTED TEXT under FOIA Section 43 Commercial Interests.

# THE REQUIREMENT

## Suppliers are required to provide the required service to take effect from the award of contract for a 24-month term to cover all of the required licence terms.

## Please note, alternative licences and support will not be accepted by the buyer. suppliers are required to price for the licences as specified in this statement of requirements

## Suppliers are required to confirm the service support details including Service Level Agreements (SLA) within their bid response.

## REDACTED TEXT under FOIA Section 43 Commercial Interests.

## Cloud hosting on Atlassian Cloud, AWS or Azure which is managed by the supplier.

* 1. REDACTED TEXT under FOIA Section 43 Commercial Interests.
  2. Support Requirements
     1. The buyer requires all product updates, upgrades and replacements to be received directly from the vendors during the Contract Term.
     2. The buyer requires product support directly from the suppliers and/or vendors via the internet or telephone.
     3. Suppliers are required to outline the standard support offered for each product.

# KEY MILESTONES AND DELIVERABLES

## The following Contract milestones/deliverables shall apply:

|  |  |  |
| --- | --- | --- |
| Milestone/Deliverable | Description | Timeframe or Delivery Date |
| 1 | Successful Supplier to return signed Contract Order Form | Within two (2) day of Contract Award. |
| 2 | Delivery and Renewal of product Support | Within Five (5) Working Days of Contract Award |
| 3 | Buyer to receive Successful Suppliers invoice(s) | Within Ten (10) Working Days of Delivery of support confirmation |

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# MANAGEMENT INFORMATION/REPORTING

## The supplier must inform the buyer of any possible issues within the supply chain throughout the contract as and when they occur, within forty-eight (48) hours of the supplier being made aware of them.

# VOLUMES

# REDACTED TEXT under FOIA Section 43 Commercial Interests.

# CONTINUOUS IMPROVEMENT

## The supplier will be expected to continually improve the way in which the required services are to be delivered throughout the Contract Duration.

## Changes to the way in which the services are to be delivered must be brought to the buyer’s attention and agreed prior to any changes being implemented.

# SUSTAINABILITY / SOCIAL VALUE

## The supplier will be expected to show how they deliver social value, the potential suppliers will be expected to consider the following area:

### Fighting climate change (effective stewardship of the environment)

# QUALITY

## Quality shall comply with those set out in this bid pack and in line with the Call Off Terms and Conditions

# PRICE

# REDACTED TEXT under FOIA Section 43 Commercial Interests.

# STAFF AND BUYER SERVICE

# REDACTED TEXT under FOIA Section 43 Commercial Interests.

# SERVICE LEVELS AND PERFORMANCE

## The buyer will measure the quality of the supplier’s delivery by:

|  |  |  |  |
| --- | --- | --- | --- |
| KPI/SLA | Service Area | KPI/SLA description | Target |
| 1 | Delivery Timescales | Delivery timescales are to be made in line with the contract milestones outlined in section 7. | 100% |
| 2 | Service Delivery | All products, upgrades and patches to be received during the contract terms of the licences. | 100% |
| 3 | Service Delivery | All critical support calls and emails acknowledged and resolved same day of raising by the vendor(s). | 98% |

## The buyer agrees to work with the supplier to resolve service failure issues. Where the successful supplier falls against the KPI’s listed above, the buyer will in the first instance, seek a mutually agreeable solution with the supplier. However, it will remain the supplier’s sole responsibility to resolve any such service failures.

## Any required dispute resolution shall be carried out in accordance with the procedures set out in the Joint Schedule 10 – Rectification Plan.

# SECURITY AND CONFIDENTIALITY REQUIREMENTS

# REDACTED TEXT under FOIA Section 43 Commercial Interests.

# PAYMENT AND INVOICING

# REDACTED TEXT under FOIA Section 43 Commercial Interests.

# CONTRACT MANAGEMENT

## REDACTED TEXT under FOIA Section 43 Commercial Interests..

# LOCATION

## The email contact details will be confirmed upon contract award.

Electronic delivery of the various licence renewals shall be via the vendor’s portal. Copies of the licences shall also be delivered by email to the buyer, as they will not have access to the vendors’ portal.