DWP

**Cloud Transformation - Phase 1 Statement of Work**

Doc Ref: DWP Cloud Transformation Phase 1 1.4

Version 1.4



**Revision History**

|  |  |  |  |
| --- | --- | --- | --- |
| **Revision**  | **Change Description**  | **Updated By**  | **Date**  |
| 0.1  | Draft Created  | Redacted  | Redacted |
| 0.2  | Released internally for feedback  | Redacted | Redacted  |
| 0.3  | QA updates  | Redacted | Redacted  |
| 1.0  | Released to customer  | Redacted | Redacted  |
| 1.1  | Changing to Outcome / Milestone based  | Redacted | Redacted  |
| 1.2  | Updating Commercials  | Redacted | Redacted  |
| 1.3  | Updating Milestones / commercials  | Redacted | Redacted  |
| 1.4  | Refreshed commercials due to FX rate change  | Redacted | Redacted  |

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# 1 Engagement Overview

## 1.1 Current Environment

DWP delivers key line of business applications using Citrix Virtual Apps and Desktops (CVAD) to end users from x2 Crown Hosting data centres.

These applications are spread across several CVAD sites to address scale and legacy considerations

REDACTED Schematic

***Figure 1: DWP Current Estate***

Internal users access solution via a StoreFront infrastructure that aggregates all sites together. Users are load balanced across randomly across any of the 10 CVAD sites.

DWP migrated their CVAD license entitlement to Citrix Cloud in 2019 and renewed in 2021. The current environment has several challenges:

* Operational difficulty across many Citrix Virtual Apps and Desktop sites keeping configurations in synchronisation
* Patching many sites come at a significant overhead
* Hybrid rights of using on premises CVAD control planes incurs costs to DWP

## 1.2 Proposed Migration to Citrix Cloud

DWP and Citrix have broadly agreed a 2 phased approach to executing a Cloud transformation as follows:

* Phase 1 – Citrix Cloud Control Plane Migration
* Phase 2 – Extend Capacity for workload into Public Cloud

This statement of work describes how Citrix will assist DWP to execute the phase 1 portion of the migration.

#### 1.2.1 Phase 1 – Citrix Cloud Control Plane Migration

The following diagram shows the transformed phase 1 environment:

REDACTED Schematic

***Figure 2: Phase 1 Cloud Control Plane Migrated Architecture*** The following statement of work describes how Citrix will

* Design and deploy a cloud control plane
* Consolidate x10 CVAD 1912 LTSR into a cloud control hosted CVAD Service
* User Access Mechanisms remain unchanged (StoreFront and ADC Gateway) Delivering the following benefits:
* Single Pane of glass for administration
* Reduction in operational overhead
* Evergreen service
* Avoids further Hybrid rights costs
* No user impacting changes at this stage

# 2 Engagement Scope

The scope is broken into one or more work streams. Activities not listed as in scope are considered outof-scope and are not included. If there are multiple work streams, any dependency on previous work streams will be listed. Any responsibilities that DWP have for the completion of the engagement will also be listed.

## 2.1 Cloud Design Uplift

The existing CVAD design will be expanded will expand to include the Cloud Control plane for management of all workloads. This combined requirement gathering, and design work stream will define the functional requirements of the solution and provide the low-level configuration detail required for a skilled engineer to deploy a Citrix Cloud hosted control plane and uplift the existing Citrix ADC / StoreFront components integrate them with the cloud control plane.

#### 2.1.1 Activities in Scope

The following items are in scope for this work stream:

* Conduct design requirements gathering workshops
* Create Design Requirements Analysis Addendum document
* Conduct Cloud Design Uplift workshops
* Produce Cloud Design Uplift deliverable

The following components may be covered within this design:

* + Citrix ADC (Integration with existing)
	+ Citrix ADM o Citrix FAS
	+ Citrix StoreFront (Integration with existing) o Citrix Workspace
	+ Citrix Virtual Apps & Desktops Service o Citrix Gateway Service
	+ Integration with the following non Citrix technologies
		- Microsoft App-V
		- Microsoft Group Policy
		- Microsoft Certificate Services
		- Azure Active Directory
		- Microsoft Azure
* Produce Solution Test Plan

#### 2.1.2 Deliverables

The outcome of this work stream will result in the following deliverables:

|  |  |
| --- | --- |
| **Deliverable**  | **Description**  |
| Design Requirements Addendum  | The existing solution design requirements document will be updated with the cloud specific requirements.   |
| Cloud Design – Uplift  | The deliverable will document the low-level configuration and integration details of each of the Cloud and on premises components within the proposed Citrix environment, including requirements for the non-Citrix supporting infrastructure services. The document will build upon the existing on premises designs and provide enough detail for a skilled resource to deploy the components appropriately.  The Design will include a Deploy Prerequisites section, which outlines the specific items which DWP must ensure are in-place before the Citrix deploy work streams can commence. The deliverable will be a Word or Excel document.  |
| Solution Test Plan  | This deliverable will detail the testing scenarios that will be carried out to validate that the solution has been deployed as per design and meets the identified functional and non-functional design requirements. This test plan will be carried out during the “Deploy” work streams. This deliverable would be a Word Document  |

#### 2.1.3 Prerequisites and Assumptions

The following pre-requisites and assumptions must be met prior to starting this work stream:

* Valid Purchase Order issued by DWP and accepted by Citrix
* Statement of Work approved and signed by DWP

#### 2.1.4 DWP Responsibilities

The following items need to be actioned by DWP as part of this work stream.

* Identify stakeholders to provide input into workshops
* Have stakeholders attend and participate in design workshops
* Provide feedback on draft Design Requirements Addendum deliverable
* Formally accept Design Requirements Addendum deliverable
* Provide feedback on draft Cloud Design - Uplift deliverable
* Formally accept Cloud Design - Uplift deliverable

## 2.2 Workload Migration Plan

Citrix will work with DWP to define the process for migrating all supported existing workloads to be managed by the Citrix Cloud control plane, allowing the LTSR and XA6.5 on premises control planes to be decommissioned.

#### 2.2.1 Activities in Scope

The following items are in scope for this work stream:

* Conduct discovery activities on current environments ● Creation of Workload Migration Plan

 ○ List all Citrix Farms / sites

 ■ Specify which farms / sites are in scope for migration

 ○ List all current workloads for each site

 ○ Specify which workloads are in scope for migration

 ○ High level migration steps required to migrate the workloads to their target instances

* Update existing Solution Test Plan to include any additional test cases required

#### 2.2.2 Deliverables

The outcome of this work stream will result in the following deliverables:

|  |  |
| --- | --- |
| **Deliverable**  | **Description**  |
| Workload Migration Plan  | This deliverable will outline the process including preferred order, to allow existing on-prem configuration and VDA workloads to remain as-is but have the workloads register and broker with Citrix Cloud. Sections will include * List all Citrix Farms / sites

 ○ Specify which farms / sites are in scope for migration * List all current workloads for each site
* Specify which workloads are in scope for migration
* Detailed migration steps required to migrate the workloads to their target instances
* High Level Migration timeline

 This deliverable would be a Word Document  |
| Solution Test Plan Addendum  | This deliverable will outline the additional test criteria to demonstrate successful provision of VDAs and launch of sessions on workloads that have been migrated to Citrix Cloud.  This deliverable would be a Word Document  |

#### 2.2.3 Prerequisites and Assumptions

The following pre-requisites and assumptions must be met prior to starting this work stream:

 • Completion of the Cloud Design Uplift work stream

#### 2.2.4 DWP Responsibilities

The following items need to be actioned by DWP as part of this work stream.

* Provide input into the Workload Migration Plan
* Assign / track any customer owned actions
* Update any DWP owned project documentation
* Provide feedback on draft Workload Migration Plan deliverable
* Provide feedback on Solution Test Plan addendum deliverable

## 2.3 Deploy – Cloud Control Plane

Citrix will work with DWP to deploy an instance of the Citrix Cloud Virtual Apps and Desktops control plane as per the Cloud Design. At the end of this work stream DWP will have a production ready platform with the ability to manage workloads in both Crown hosting data centres.

#### 2.3.1 Activities in Scope

The following items are in scope for this work stream:

* Raising of Change requests required to allow deploy activities to proceed
* Deploy Citrix Cloud control plane as per Cloud Design

 ○ Includes Two (2) on premises Resource Locations in Crown hosting

* Conduct solution functional testing as per test plan and document results

#### 2.3.2 Deliverables

The outcome of this work stream will result in the following deliverables:

|  |  |
| --- | --- |
| **Deliverable**  | **Description**  |
| Citrix Cloud Control Plane Deploy Memo  | A memo format deliverable detailing the build activities undertaken.  |
| Completed Solution Test Plan  | The relevant sections of the solution test plan created during the solution test plan work stream will be populated with the results from the execution in the approved Solution Test plan. This deliverable would be a Word Document  |

#### 2.3.3 Prerequisites and Assumptions

The following pre-requisites and assumptions must be met prior to starting this work stream:

* Completion of the following Cloud Design Uplift work stream
* Implementation of any build items identified as prerequisites within Cloud Design Uplift deliverable.

#### 2.3.4 DWP Responsibilities

The following items need to be actioned by DWP as part of this work stream.

* Assign / track any customer owned actions including:
	1. readiness of all identified pre-requisite items

 ○ implementation of required change control requests

* Shadow any desired build activities to facilitate knowledge transfer
* Provide guidance to Citrix team for all queries relating to the DWP environment
	1. e.g., location of relevant systems and how to access them
* Assist with any required elements of the Solution Test Plan execution
* Formally accept relevant completed sections of Solution Test Plan deliverable

## 2.4 Deploy – Access Tier Uplift

Citrix will work with DWP to uplift the existing access tier components as per the Cloud Design Uplift deliverable. At the end of this work stream DWP will have integrated the Cloud Control plane with DWP‘s existing ADC Gateway and StoreFront solution. This will allow cloud managed resources to be presented alongside on premises control planes to allow introduction of cloud managed services to the existing StoreFront / Gateway without the need to make user impacting changes.

#### 2.4.1 Activities in Scope

The following items are in scope for this work stream:

● Raising of Change requests required to allow deploy activities to proceed ● Uplift existing access solution to bring it into line with agreed design

○ Implement Citrix Gateway configuration as per Low Level Design – Networking Uplift ■ Implement Cloud STAs

 ○ Modify existing StoreFront configuration to allow enumeration of cloud control plane

 ■ Implement Cloud XML Brokers

■ Update Site Mapping / Aggregation groups ● Conduct solution functional testing and document results

#### 2.4.2 Deliverables

The outcome of this work stream will result in the following deliverables:

|  |  |
| --- | --- |
| **Deliverable**  | **Description**  |
| Access Tier Uplift Deploy Memo  | A memo format deliverable detailing the build activities undertaken.  |
| Completed Solution Test Plan  | The relevant sections of the solution test plan created during the solution test plan work stream will be populated with the results from the execution in the approved Solution Test plan. This deliverable would be a Word Document  |

#### 2.4.3 Prerequisites and Assumptions

The following pre-requisites and assumptions must be met prior to starting this work stream:

* Completion of Deploy – Cloud Control Plane work stream
* Implementation of any build items identified as prerequisites within Cloud Design Uplift deliverable.

#### 2.4.4 DWP Responsibilities

The following items need to be actioned by DWP as part of this work stream.

* Assign / track any customer owned actions including:
	1. readiness of all identified pre-requisite items

○ implementation of required change control requests ● Update any DWP owned project documentation

* Shadow any desired build activities to facilitate knowledge transfer
* Provide guidance to Citrix team for all queries relating to the DWP environment
	1. e.g., location of relevant systems and how to access them
* Assist with any required elements of the Solution Test Plan execution
* Formally accept relevant completed sections of Solution Test Plan deliverable
* Formally accept relevant completed sections of Solution Test Plan deliverable

## 2.5 Migrate Existing Workloads

Citrix will then work with DWP to execute the Workload Migration Plan, migrating all agreed use cases to the management of the production Citrix Cloud control plane. Citrix will work closely with DWP to coordinate the migration with the users within each use case to carefully manage the impact to live services and make the transition as seamless as possible.

Once this work stream has been completed DWP will be able to decommission most of the on-premises control planes (XA 6.5 and CVAD 1912 LTSR), leaving a much-reduced legacy footprint (Some 2008R2 workloads)

This work stream completes the cloud migration, giving DWP a solid foundation for further transformation and continuous service improvement.

#### 2.5.1 Activities in Scope

The following items are in scope for this work stream:

* Raising of Change requests required to allow deploy activities to proceed
* Work with DWP to schedule migrations of each workload to minimise the impact to live users during the transition.
* Execution of Workload Migration Plan for each identified use case:

 ○ Migration of HDX Policies to Citrix Cloud or MS GPO

 ○ Migration of Catalog and Delivery Group information

 ○ Provisioning Server configuration updates

 ○ Migration of a small number of workload VDA servers and pilot with users

○ Work with DWP to execute workload specific additional items in Solution Test plan (UAT Testing)

 ○ Fully migrate remaining workload VDA servers for the use case

#### 2.5.2 Deliverables

The outcome of this work stream will result in the following deliverables:

|  |  |
| --- | --- |
| **Deliverable**  | **Description**  |
| Legacy Workload Migration Memo  | A memo format deliverable detailing the migration activities undertaken.  |
| Completed Solution Test Plan  | The relevant sections of the solution test plan updated during the Workload Migration Plan work stream will be populated with the results from the execution in the approved Solution Test plan.  This deliverable would be a Word Document  |
| All use cases migrated  | All use cases identified for migration in the Workload Migration Plan fully migrated to management of the Cloud Control Plane.  |

#### 2.5.3 Prerequisites and Assumptions

The following pre-requisites and assumptions must be met prior to starting this work stream:

* Completion of all previous work streams:

 ○ Cloud Design Uplift

 ○ Workload Migration Plan

 ○ Deploy – Cloud Control Plane

 ○ Deploy – Access Tier Uplift

* Implementation of any identified prerequisite items

#### 2.5.4 DWP Responsibilities

The following items need to be actioned by DWP as part of this work stream.

* Assign / track any customer owned actions
* Update any DWP owned project documentation
* Assist with planning and scheduling of user migration activities
* Shadow any desired migration activities to facilitate knowledge transfer
* Provide guidance to Citrix team for all queries relating to the DWP environment

 ○ e.g., location of relevant systems and how to access them

* Assist with any required elements of the use case specific sections of the Solution Test Plan execution

# 3 Project Leadership

The following approach to project leadership applies specifically to this Statement of Work.

## 3.1 Service Delivery Manager

A Citrix Service Delivery Manager (SDM) will be assigned to the engagement to provide management oversight, focusing on holistic project elements (as opposed to day-to-day project management) to facilitate customer satisfaction via project success. Common SDM tasks include, but are not limited to:

1. Working with the Customer to define/perform pre-engagement setup/preparatory tasks.
2. Creation of an initial engagement schedule/work plan to align with the agreed upon delivery model, then help manage it accordingly.
3. Helping to manage overall engagement scope, budget/cost, and timelines.
4. Managing engagement scope/change requests and/or addendums, as needed.
5. Helping to identify, track, and mitigate engagement risks.
6. Monitoring overall engagement pulse/health and making as needed adjustments to maintain success.
7. Interactive review of engagement deliverables for accuracy.

## 3.2 Status Reporting

For this engagement, Citrix will deliver weekly status reports that will provide visibility into the current status of deliverables, highlight issues for management attention and indicate the upcoming activities for the following week.

## 3.3 Architect

The role of the Citrix Architect will be to provide strategic technical direction and to assist with the technical accuracy of project deliverables. The Architect will conduct a Quality Assurance process to validate technical concepts, recommendations, procedures, and leading practices included in all project deliverables. For example, common Architect tasks include (but are not limited to):

1. Defining strategic technical direction.
2. Requirement gathering and validation.
3. Technical oversight of engagements in progress.

# 4 Change Management

The change management process below applies specifically to this Statement of Work.

Citrix follows a structured methodology with respect to managing unexpected scope changes for engagements under this Statement of Work. If items requiring scope change are identified, the following are the high-level steps that Citrix will follow:

1. Discuss and confirm need for additional work with the Customer.
2. Identify additional tasks and deliverables associated with the scope change.
3. Estimate the work effort associated with the additional tasks and deliverables.
4. Based on the work effort estimate, determine the impact on current engagement.
5. If the scope change for the current engagement does not require additional budget, then Citrix will document any changes to the services scope and/or deliverables in the form of a Scope Change Addendum. This will need to be signed-off by the Customer prior to proceeding with the engagement under the new or modified scope.
6. If the scope change requires additional budget, an Addendum or new Statement of Work will need to be drafted.

# 5 Engagement Assumptions

The engagement assumptions are in addition to any work stream specific assumptions and prerequisites.

## 5.1 General Assumptions

The following are general assumptions for engagements under this Statement of Work. Should DWP not be able to meet these assumptions, Citrix may not be able to complete some or all of the activities defined within the Engagement Scope section of this document DWP may need to purchase additional work in order to complete them. Citrix will notify DWP any potential risks to engagement completion and/or budget in the form of a Project Risk Memorandum, which will detail the risks, recommendations for mitigation and next steps:

* The appropriate DWP resources will be available to cover the topics listed within **Error! R eference source not found.** section of this Statement of Work
* DWP resources will be part of the engagement team and will be available throughout the activities defined in this Statement of Work.
* All required hardware, software and necessary licenses, whether physical, or virtual (Cloud) will be set up, configured and operational in the target environment.
* Upon the conclusion of the engagement, DWP will be responsible to resolve any ongoing technical issues. Citrix Technical Support and Citrix Managed Services for Citrix products subject to purchase at an additional charge, as per this Statement of Work.
* Upon the conclusion of the engagement, the Citrix Consulting team will formally transition any processes and responsibilities to the Citrix Managed Services team (Onboarding will take place during the course of the Consulting Engagement).
* Citrix will deliver the Citrix Consulting scope as an outcome-based engagement. The appropriate DWP resources must be available to cover the topics detailed in the Scope provided as part of this Statement of Work.

## 5.2 Logistics Assumptions

During the pre-engagement/preparatory stage, it will be the responsibility of the Engagement Manager assigned to the engagement to work with DWP and determine the best approach to deliver the services for any engagement under this Statement of Work.

Citrix will leverage remote delivery wherever possible to maximise time spent with DWP. Citrix determines that onsite consulting is required, this will be agreed and scheduled with DWP.

The following are the logistics assumptions for the engagements:

* DWP will provide Citrix with the name of a primary and backup engagement contact prior to the official kick-off meeting.
* DWP will provide workspace and meeting rooms for the Citrix engagement team throughout the duration of the engagement for any onsite portions. For virtual engagements (or phases) DWP must be able to connect to GoToMeeting sessions or provide access to an alternative screen sharing and collaboration tool.
* The Citrix engagement team should have access to the following for any onsite portions of the engagement:
	+ Workspace (desk, chair, etc.) and access to offices during normal work hours as well as after hours
	+ Network connections o Internet access o Telephone access
* The Statement of Work must be approved electronically (e-mail) by DWP for Citrix to be able to set the start date for any engagement as part of this Statement of Work. Such date shall be a minimum of two weeks after the approval of the Statement of Work by DWP. All engagement start dates are dependent on Citrix Consulting approval. Citrix Consulting start date approval will be based on team and skills availability, as well as DWP readiness.

If any critical assumptions are not met within a reasonable amount of time prior to the engagement start the start date may be delayed. This delay may result in timelines being extended and additional effort from Citrix Consulting. This additional effort will trigger the Change Management process as previously outlined. Any changes in the start date initiated by DWP may result in a significant delay to the engagement start.

# 6 Terms & Conditions

Citrix offers a single end-user license agreement (EULA) for its on-premises software and hardware offerings, and a single end-user service agreement (EUSA) for its Citrix Cloud and other SaaS offerings. [https://www.citrix.com/en-gb/buy/licensing/agreements.html.](https://www.citrix.com/en-gb/buy/licensing/agreements.html) The EULA and EUSA address all offering terms, including those for maintenance and consulting services. Citrix Managed Services is a type of consulting service. Nothing contained in any DWP purchase order or any other document submitted by DWP shall in any way modify or add to such terms and conditions, or part of this document.

# 7 Work Plan

This engagement will deliver the fixed outcomes as defined within the scope. The scope is designed to be completed within 12 months from contract start.

## 7.1 Work Plan

The following is an indicative high-level work plan for the engagement. This work plan is intended to provide general guidelines for the structure of the engagement and based upon estimates.

The Project Initiation work stream will be used to baseline the project plan taking into consideration availability of resources within Citrix and DWP.

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Work stream  |  |  |  |  |  |  |   |  |  |  |  |
|  | Week  | 01  | 02  | 03\*  | 04  | 05  | 06\*\*  | 07  | 08  | 09  | 10  |
| Project Initiation  |  |  |  |  |  |  |  |  |  |   |   |
| Design – Design Uplift  |  |  |  |  |  |  |  |  |  |   |   |
| Deploy – Cloud Control Plane  |  |  |  |  |  |  |  |  |  |   |   |
| Deploy – Access Tier Uplift  |  |  |  |  |  |  |  |  |  |  |  |
| Workload Migration Planning  |  |  |  |  |  |  |  |  |  |  |  |
| Migrate Existing Workloads  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |

\* A break may be required between weeks 2 & 3 to allow sign on off for the design and implementation of any pre-requisite items

\*\* A further break may be required between weeks 5 & 6 to schedule the migration activities for a convenient time

# 8 Acceptance Process

For the avoidance of doubt, only Citrix Deliverables contracted under this Statement of Work are subject to the acceptance process described herein. Any other deliverables or services (i.e., items whose fee falls outside the scope) are excluded from the acceptance process described in this Statement of Work, even if their delivery, installation, or use is affected by Deliverables contained in this Statement of Work. It will not apply to any product Citrix may supply or has supplied to DWP, regardless of whether such product can be used in connection with the Services or Deliverables. Any remedies as set forth herein apply only to the Services and Deliverables provided.

Citrix and DWP will use the following acceptance process for the deliverable(s) in this SOW:

1. Upon receipt of email notice of the completed deliverable(s) DWP will have five (5) business days to accept or reject the deliverable(s). DWP may only reject based on failure to conform to the applicable acceptance criteria set forth in the table above. All rejections will be submitted to Citrix in writing (email to the Project Manager or Service Delivery Manager) and shall specifically identify all non-conformities. If DWP does not reject the deliverable(s) within ten (5) business days, the deliverable(s) will be deemed accepted by DWP and Citrix will proceed with invoicing.
2. Upon receipt of a rejection, Citrix will have ten (10) business days to update and re-submit the deliverable(s) to DWP for review. The acceptance process above will be followed for such resubmitted Deliverables.
3. Failure to achieve acceptance for completion of any deliverables or services with respect to this Statement of Work does not give DWP any right of return or refund with respect to any Citrix products or any other payments made under this Statement of Work.

The work plan will be defined at the beginning of the engagement as part of the Project Initiation milestone.

# 9 Engagement Fees & Ordering

## 9.1 Consulting Fees

The total fixed fee for the provision of the services described in this SOW is Redacted(plus any applicable taxes)

Citrix requires a Purchase Order reflecting the total contract value in order to engage with DWP. This price is valid until Redacted.

All purchases under this Statement of Work are final with no right of return, and Citrix will not refund any amounts paid by DWP pursuant to this Statement of Work.

 Any unused services will expire one year from the purchase order date and any outstanding payment amounts will be invoiced to DWP.

Citrix will invoice DWP based on DWP’s written acceptance of each milestone listed below with 30 days payment terms.

The amount of professional fees will correspond with the invoice amounts and project phases as follows:

|  |  |  |  |
| --- | --- | --- | --- |
| **Milestone Number**  | **Milestone Name**  | **Acceptance Document**  | **Invoice** **Amount** **(GBP)**  |
| 1  | Project Initiation  | Exhibit A1  | Redacted |
| 2  | Design – Design Uplift  | Exhibit A2  | Redacted |
| 3  | Workload Migration Plan  | Exhibit A3  | Redacted |
| 4  | Deploy – Cloud Control Plane  | Exhibit A4  | Redacted |
| 5  | Deploy – Access Tier Uplift  | Exhibit A5  | Redacted |
| 6  | Migrate Existing Workloads  | Exhibit A6  | Redacted |
|  |  | **Total**  | Redacted |

The Citrix Service Delivery Manager will be responsible for tracking, monitoring, validating, and reporting progress towards milestones by Citrix personnel to DWP on a weekly basis, with respect to the Deliverable(s) set forth in this Scope document. This Statement of Work is subject to Citrix Revenue Operations approval.

## 9.2 Purchase Order Instructions

The Purchase Order and signed copy of this Statement of Work must be issued prior to 14th February 2022, adhering to the following guidelines.

1. Include the following items in the Purchase Order:

|  |  |  |
| --- | --- | --- |
| **Item**  | **Qty**  | **Total Price (GBP)**  |
| Fixed Fee Project as per the SOW (SKU CS\_XENDESKTOP)  | 1  | Redacted |

1. Ensure the Purchase Order is opened against the following address:

REDACTED

1. When signing the Statement of Work, ensure sections with Customer Billing Information are completed correctly and are executed by an authorised signatory.

1. Submit the Purchase Order to: REDACTED

# 10 Customer Billing Information

|  |  |
| --- | --- |
| **Company Billing Name**  |   |
| **VAT Number**  |   |
| **Shipping Address**  |   |
| **Billing Address**  |   |
| **Billing Contact Name**  |   |
| **Billing Contact Email**  |   |

# 11 Signatures

|  |  |  |
| --- | --- | --- |
| **DWP**  |  | **Citrix Systems UK Ltd.**  |
| Name:  REDACTED   | Name: REDACTED |  |
| Title:    REDACTED | Title: REDACTED |  |
| Date:  REDACTED   | Date: REDACTED |  |
| Signature:       REDACTED   | Signature:  REDACTED |  |

# 12 Acceptance Certificates

## 12.1 Exhibit A1

**Acceptance Certificate**

#### *Milestone 1: Project Initiation*

For the attention of:

PS Project Manager

Citrix Systems UK Ltd

Building 3 Chalfont Park

Chalfont St Peter, Gerrards Cross

Buckinghamshire SL9 0BG, UK

Dear Sir/Madam,

Customer hereby confirms full acceptance of all Citrix deliverables and services described in the document referenced below and confirms that Citrix has met all relevant contractual requirements relating to their acceptance.

Document ID: DWP Cloud Transformation Phase 1 1.4

|  |
| --- |
| **Customer Approval**  |
| Name:  |   |
| Title  |   |
| Customer Signature:  |   |
| Date:  |   |

### 12.2 2

#### *Milestone 2: Design – Design Uplift*

For the attention of:

PS Project Manager

Citrix Systems UK Ltd

Building 3 Chalfont Park

Chalfont St Peter, Gerrards Cross

Buckinghamshire SL9 0BG, UK

Dear Sir/Madam,

Customer hereby confirms full acceptance of all Citrix deliverables and services described in the document referenced below and confirms that Citrix has met all relevant contractual requirements relating to their acceptance.

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| --- |
| **Customer Approval**  |
| Name:  |   |
| Title  |   |
| Customer Signature:  |   |
| Date:  |   |

### 12.3 3

#### *Milestone 3: Workload Migration Plan*

For the attention of:

PS Project Manager

Citrix Systems UK Ltd

Building 3 Chalfont Park

Chalfont St Peter, Gerrards Cross

Buckinghamshire SL9 0BG, UK

Dear Sir/Madam,

Customer hereby confirms full acceptance of all Citrix deliverables and services described in the document referenced below and confirms that Citrix has met all relevant contractual requirements relating to their acceptance.

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| --- |
| **Customer Approval**  |
| Name:  |   |
| Title  |   |
| Customer Signature:  |   |
| Date:  |   |

### 12.4 4

#### *Milestone 4: Deploy – Cloud Control Plane*

For the attention of:

PS Project Manager

Citrix Systems UK Ltd

Building 3 Chalfont Park

Chalfont St Peter, Gerrards Cross

Buckinghamshire SL9 0BG, UK

Dear Sir/Madam,

Customer hereby confirms full acceptance of all Citrix deliverables and services described in the document referenced below and confirms that Citrix has met all relevant contractual requirements relating to their acceptance.

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| --- |
| **Customer Approval**  |
| Name:  |   |
| Title  |   |
| Customer Signature:  |   |
| Date:  |   |

### 12.5 5

#### *Milestone 5: Deploy – Access Tier Uplift*

For the attention of:

PS Project Manager

Citrix Systems UK Ltd

Building 3 Chalfont Park

Chalfont St Peter, Gerrards Cross

Buckinghamshire SL9 0BG, UK

Dear Sir/Madam,

Customer hereby confirms full acceptance of all Citrix deliverables and services described in the document referenced below and confirms that Citrix has met all relevant contractual requirements relating to their acceptance.

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| --- |
| **Customer Approval**  |
| Name:  |   |
| Title  |   |
| Customer Signature:  |   |
| Date:  |   |

### 12.6 6

#### *Milestone 6: Migrate Existing Workloads*

For the attention of:

PS Project Manager

Citrix Systems UK Ltd

Building 3 Chalfont Park

Chalfont St Peter, Gerrards Cross

Buckinghamshire SL9 0BG, UK

Dear Sir/Madam,

Customer hereby confirms full acceptance of all Citrix deliverables and services described in the document referenced below and confirms that Citrix has met all relevant contractual requirements relating to their acceptance.

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| --- |
| **Customer Approval**  |
| Name:  |   |
| Title  |   |
| Customer Signature:  |   |
| Date:  |   |

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