Order Form Attachment 12: Buyer Responsibilities

BR No	Buyer Responsibility Category	Duration	Description
01.	Transition team	Mobilisation/Transition	The Buyer shall provide sufficient and suitably qualified staff to fulfil the Buyer's roles and responsibilities under this Contract as defined in the Detailed Implementation Plan.
02.	Policies, Processes and Standards	Mobilisation/Transition and Run	The Buyer shall provide to the Supplier its service management policies, processes and standards for the Supplier to operate to.
03.	Comms Team	Mobilisation/Transition	The Buyer shall be responsible for issuing communications relating to the Services to the Service Recipients in accordance with the agreed Communications Strategy, the format and frequency of such communications to be agreed in writing between the Parties.
04.	Tooling access and licenses	Transition/Run	Upon request, the Buyer will provide access to the Supplier to use Buyer's ITSM Tool, (which at the Commencement Date is ServiceNow) for operational processes and service performance reporting against Service Levels and Key Performance Indicators.
05.	Incumbent Exit Plan(s)	Mobilisation/Transfer	The Buyer shall use its reasonable endeavours to manage the Incumbent Suppliers' delivery of their respective exit plans and the specific activities to be carried out by the Incumbent Suppliers' set out in the Outline Implementation Plan and the Detailed Implementation Plan. In the event an Incumbent Supplier fails to deliver an activity allocated to it, the Parties will work to find an alternative approach or work around, replanning and solutioning if necessary.
06.	Connectivity Supplier IP addresses	Transition	The Buyer will provide the Supplier with the Connectivity Supplier's relevant IP ranges as agreed and defined within the Detailed Implementation Plan.

07.	Access to Buyer offices for Tech Bar Services and Buyer Premises	Transition/Run	Upon request, the Buyer will provide access to Buyer Premises and existing smart lockers as may be reasonably required to implement the Detailed Implementation Plan and delivery of the Services.
08.	Service Asset and Configuration Management	Transition/Run	The Buyer shall provide to the Supplier the Buyer's Common Services Data Model and defined attributes that describe the Configuration Items functional and physical characteristics.
09.	Delivery Portfolio Management	Mobilisation/Transition	The Buyer shall provide the Buyer's Project Management Framework and Buyer's Service Delivery Lifecycle to the Supplier and manage the on-boarding of the Supplier to the Buyer's CEDS Process, support PIR and PCR management including updating templates and provide approvals.
10.	Service Validation and Testing	Transition/Run	The Buyer shall provide test environments (provision and decommission of pre-production test environments) required by the Supplier to conduct all Testing activities related to the Services.
11.	Security Operations Centre (SOC)	Transition	Upon request, the Buyer will provide access to the Supplier to use the Buyer's SOC for the purpose of monitoring endpoints, and investigating and resolving security incidents, in connection with the Services, and will provide training on its use.
12.	Buyer Assets	Transition	The Buyer shall provide access to Buyer Assets (including current stock holding) required to deliver the Services.
13.	M365 Product and Platform	Mobilisation/ Transition	The Buyer shall provide the Supplier delegated permissions that are aligned to the role based standards, assigned by Microsoft and set out in the Buyer's Azure Active Directory Role Delegation document.
14.	Knowledge Centred Service (KCS)	Transition/Run	On commencement of Transition the Buyer will enable the plugins for the Knowledge Centred Service (KCS) setup, as notified by the Supplier during Mobilisation, and shall maintain these during the Contract Period as may be required. The Buyer will encourage the active participation of all relevant stakeholders and third parties through the service delivery ecosystem with a view to improving knowledge database.

15.	ServiceNow VA	Transition/Run	On commencement of Transition period and throughout the Contract Period, the Buyer will provide suitable access to the Buyer's ServiceNow VA development environment to enable the Supplier to develop and configure Chatbot use cases. The Buyer will promote changes from development into production following completion of testing. The Buyer will provide access to production data to do the actual assessment and optimization of ServiceNow VA and its use cases.
16.	ServiceNowChanges	Transition	During Transition period the Buyer will perform those changes, which the Supplier has notified to the Buyer during Mobilisation as being required, to the Buyer's ServiceNow production environment to enable integration of CXOne and Nexthink.
17	ServiceNow DLM Automation	Transition/Run	During Transition period and dependent on an agreed and approved Technical Design being in place, the Buyer will perform those changes, which the Supplier has notified to the Buyer during Mobilisation as being required, to the Buyer's ServiceNow production environment to enable Device Lifecycle Management and Refresh Platform Automation.

BUYER RESPONSIBILITIES RELATED TO BUYER SOFTWARE				
BR No	**Software**	**Number of Licences/Subscriptions**	**Restrictions**	**Type**
17.	The Buyer shall provide the Supplier with ServiceNow® IT Service Management Professional – Fulfiller User named user licences. As at the Commencement Date, the current Buyer instance is ServiceNow family release to Washington DC. The Buyer instance will be upgraded to Xanadu March 2025.	Up to maximum of 250 free of charge	Additional quantities of licences can be provided to the Supplier, on request, on a pass-through basis at the prevailing cost to the Buyer at the time of requirement. The ServiceNow licences utilised by End Users on the tech bar tablets are provided free of charge and are in addition to the 250 free of charge ServiceNow licences referenced in this BR17. The ServiceNow licences used by the Supplier's tech bar resources are included in the Supplier's 250 licence allocation.	
18.	The Buyer shall provide to the Supplier the relevant Microsoft Enrolment in relation to Microsoft Azure production tenancy and Microsoft Azure non-production tenancies which may be installed and used on servers and other devices which are under		The Buyer shall provide an M365 Tenancy attached to Master Directory Service (MDS) pre-production environment, sized as agreed by the Parties in writing. The Buyer will advise the Supplier of any change in licence numbers in the pre-production tenancy within 30 days of submission of Buyer request to Microsoft.	

	the day-to-day management and control of the Supplier provided all such servers and other devices are and remain fully dedicated to Buyer's use.			
19.	The Buyer shall provide Microsoft 365 products including InTune (including Device Firmware Configuration Interface (DFCI)), Defender (and other end point management tools), Windows Hello, and Teams Microsoft Azure.			
20.	The Buyer shall provide Microsoft 365 E5 licences which will be reviewed annually by the Supplier and Buyer.	200	Reviewed annually.	
21.	The Buyer shall provide the Supplier with the following licences to enable the Supplier to deliver and operate the Services. These will be reviewed annually by the Supplier and Buyer: 1) Up to 200 Chocolatey for Business licences to be distributed across the ICT environments. 2) Artifactory Repository for packaging factory to use for all new packages, the solution will require Artifactory Repository for each ICT environment. 3) Zscaler non-production instance attached to the Buyer's pre-production M365 environment, sized as agreed by the Parties in writing.	200 Chocolatey licenses	Reviewed annually.	

22.	The Buyer shall provide media installation instructions, to include any configuration parameters for ServiceNow ACC-V.			
23.	The Buyer shall provide the following software asset management data requirements within the Buyer's ITSM Tool and provide the Supplier with the rights to run reporting on the following data entries: a) product type; b) supplier; c) licence type; d) licence number; e) utilisation; f) vendor; g) version; h) install details; and i) end-of-life details.			
24.	The Buyer shall provide the following hardware asset management data requirements within the Buyer's ITSM Tool and provide the Supplier with the rights to run reporting on the following data entries: a) type; b) build details; c) applications installed; d) location; e) make and model; f) serial number; g) service owner; h) age; i) date of next refresh cycle; and j) when last registered on the network			24.

25.	The Buyer shall provide Ricoh Locker Licences.	16		Subscription and warranty
26.	Azure Datalake – the Buyer shall provide a Microsoft Azure Datalake environment, and the software set out below solely for the purposes of the Supplier carrying out enhanced analytics, XLAs and dashboard provision as per specification below			

S. No	Resources
1	PostgresSQL Server
2	Storage Account (Assumption S.No.3)
3	Azure Key Vault(Assumption S.No.4)
4	Virtual Machines
5	Bastion
6	ML workspace
7	Container Registry
8	ML Online endpoint
9	ML workspace Application insights
10	App service
11	Network Security Group
12	Network interface
13	Virtual Network
14	Public Ip Address
15	Recovery Services vault
16	Load Balancer
17	Private Endpoints
18	Disk
19	Private DNS zone
20	PowerBI Subscription
21	Machine Learning ML Studio
22	Azure Open AI (GTP3.5 Turbo) - Token Usage (Assumption S
23	SMTP Server