

**Link: IT Solutions 2 (Digital Workplace Solutions)
Order Form (SLA)**

Framework Reference: SBS/19/AB/WAB/9411

Framework Start Date: 10 August 2020

Framework Max End Date: 09 August 2024

Maximum Call Off Duration: 5 years with an option to extend for a further 24 months

NHS SBS Contacts:
nsbs.digital@nhs.net

Service level agreement details

This Service Level Agreement (SLA) is between the following parties and in accordance with the Terms and Conditions of the Framework Agreement and any agreed Supplementary Agreements.

Period of the Service Level Agreement (SLA)	Effective Date	The date of signature of this Order Form
	Expiry Date	Three months from the Effective Date
Completion Date (if applicable)	Date	N/A

This SLA allows for the Customer to extend until the following date:

Extension	The Customer shall have the right to extend this Order Form upon notice for an additional 3 months from the Expiry Date
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Unless otherwise agreed by both parties, this SLA will remain in force until the expiry date agreed above. If no extension/renewal is agreed and the Customer continues to access the Supplier's services, the Terms and Conditions of the Framework Agreement and any agreed Supplementary Agreements shall apply on a rolling basis until the overarching Framework Agreement expiry date.

Completion date is not the date by which all obligations under the SLA have to be discharged, but the date by which 'practical completion' must be certified.

Supplier SLA Signature panel

The "Supplier"	
Name of Supplier	Computacenter
Name of Supplier Authorised Signatory	[REDACTED]
Job Title of Supplier Authorised Signatory	[REDACTED]
Address of Supplier	[REDACTED] [REDACTED]
Signature of Authorised Signatory	
[REDACTED]	

Customer SLA Signature panel

The "Customer"	
Name of Customer	NHS Commissioning Board (known as NHS England and also for the benefit of Trust Development Authority)
Name of Customer Authorised Signatory	[REDACTED]
Job Title of Customer Authorised Signatory	[REDACTED]
Address of Customer	[REDACTED]
Signature of Customer Authorised Signatory	
[REDACTED]	

This service level agreement shall remain in force regardless of any change of organisational structure to the above named authority and shall be applicable to any successor organisations as agreed by both parties.

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1. Agreement Overview

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between Computacenter and NHS Commissioning Board including and on behalf of TDA for the provision of **Link: IT Solutions 2**. This Agreement remains valid until superseded by a revised agreement mutually endorsed by both parties. This Agreement outlines the parameters for all goods and services associated with Link: IT Solutions 2 as they are mutually understood by the primary stakeholders.

The Framework terms and conditions (including the specification of goods and/or service) will apply in all instances, unless specifically agreed otherwise by both parties within this document.

By signing this SLA, the Supplier confirms that they were successfully awarded onto this framework agreement for the relevant lot(s).

For the purposes of this framework agreement, any references to "Order Form" within the framework terms and conditions shall be interpreted as the "Service Level Agreement".

2. Goals & Objectives

The purpose of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent **Link: IT Solutions 2** to the Customer by the Supplier. The **goal** of this Agreement is to obtain mutual agreement for the **Link: IT Solutions 2** provision between the Supplier and Customer.

The **objectives** of this Agreement are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of service provision to the customer.

3. Contract Managers

The primary Contract Managers from the Supplier and the Customer will be responsible for the day-to-date management of the Agreement and the delivery of the service.

Primary Contact Details:

	Supplier	Customer
Name	[REDACTED]	[REDACTED]
Title	[REDACTED]	[REDACTED]
Email	[REDACTED]	[REDACTED]
Phone	[REDACTED]	[REDACTED]

4. Periodic Review

This Agreement is valid from the **Effective Date** outlined herein and is valid until the **Expiry Date** as agreed.

5. Service Requirements

a) Goods and/or Services Provided

Please detail the goods and/or services that will be provided by the Supplier to the Customer

Definitions

The parties will perform the obligations detailed in this SoW from the Start Date until the Expiry Date under the terms of the Agreement. All capitalised words in this SoW shall have the same meaning as in the Agreement unless such words are defined in the table below or elsewhere in this SoW:

DEFINED TERM	MEANING
1909	The Windows 10 November 2019 Update
Airwatch	VMware AirWatch is enterprise mobility software providing technologies that help IT administrators deploy, secure and manage mobile devices, applications and data, as well as Windows 10 and Apple Mac computers.
AirWatch Cloud Connector	The AirWatch Cloud Connector (ACC) provides organizations the ability to integrate AirWatch with their back-end enterprise systems
Agreement	As defined in paragraph 1 of this SoW
Apple Business Manager	Apple Business Manager is a simple, web-based portal for IT administrators that provides a fast, streamlined way for you to deploy Apple devices that your organisation has purchased directly from Apple or from a participating Apple Authorised Reseller or network provider.
APNS	Apple Push Notification service
Assumptions	As defined in paragraph 4.1.2 of this SoW
Beyond Economic Repair (BER)	For the purpose of this SoW BER means a Device that falls below Grade B, as stated in the Supplier Cosmetic Grading detailed in Other Specific Requirements section to this SoW.
Big Sur	macOS Big Sur is the seventeenth and next major release of Apple Inc.'s operating system for Macintosh computers. It is the successor to macOS Catalina (current build)
Build	means the software image and associated configuration information to be provided by the Customer for installation onto an item of Gold Stock
Charges	As defined in paragraph 4.1 of this SoW

Checkpoint Endpoint Security (EPS)	A single agent for end-point security.
Customer	As defined in the recitals above
Customer Dependencies	As defined in paragraph 3.5 of this SoW
Customer Requirements	As defined in paragraph 3.2 of this SoW
Day Rate	The applicable charge for a day's work to be completed by a Resource. Such rates vary based on the duration of the Resource booking as set out in the Cancellation, Overtime and Expenses for Time and Materials Charges section of this SoW
Defective Device	means a laptop device which is to be replaced by the Supplier by supplying Gold Stock
DEP Notify	DEPNotify is a small light weight notification app that was designed to let your users know what's happening during a DEP enrolment
Deliverables	As defined in paragraph 3.4 of this SoW
Development Environment	A development environment is a workspace for developers to make changes without breaking anything in a live environment.
Device	Any one of the following models <ul style="list-style-type: none"> • Windows <ul style="list-style-type: none"> ○ Lenovo X390 ○ Lenovo X1 Carbon • Mac <ul style="list-style-type: none"> ○ MacBook Air ○ MacBook Pro 13 ○ MacBook Pro 16
DLD	Detailed-level design.
DOA	A Device that fails to work upon receipt by the End User
End User	A person working for the Customer
GCPW	Google Credential Provider for Windows lets users sign in to Windows Devices with the Google Account they use for work. GCPW provides users with a single sign-on experience to Google services and all the security features available with their Google Account.
Gold Stock	shall mean the stock of whole unit of Devices purchased by the Customer, and configured with the appropriate Build and held by the Supplier for supply to Customer End Users or for performing break-fix services in each case pursuant to this SoW and the Agreement
Google Cloud	Google Cloud Platform, offered by Google, is a suite of cloud computing services
Google Enterprise Identity	Identity Platform is a customer identity and access management platform that helps organisations add identity and access management functionality to their applications and

	protect user accounts.
G-Suite	Google Workspace, formerly known as G Suite, is a collection of cloud computing, productivity and collaboration tools, software and products developed and marketed by Google
IOS	The operating system used on iPhone and iPad.
Identity Manager	Provides multi-factor authentication, conditional access and single sign-on to SaaS, web and native mobile apps.
Location	The sites where obligations of this SoW will be performed
M1	Apple's new (non-Intel) chipset
Mac(s)	A desktop personal computer Device manufactured by Apple and running MacOS.
LDAP	The Lightweight Directory Access Protocol is an open, vendor-neutral, industry standard application protocol for accessing and maintaining distributed directory information services over an Internet Protocol network.
MDM	Mobile device management (MDM) is a type of security software used by an IT department to monitor, manage, and secure employees' mobile devices (laptops, smartphones, tablets, etc.) that are deployed across multiple mobile service providers and across multiple mobile operating systems being used in the organization.
Normal Business Day	is a 7.5 hour period between the hours of Monday–Friday, 0900-1730 excluding Bank Holidays
NHS	National Health Service
NHSE&I	NHS England and Improvements, also referred to The Customer and The National Health Service Commissioning Board
NHSX	A joint unit between the Department for Health and Social Care and NHS England with responsibility for setting national policy and developing best practice for NHS technology, digital and data, including data sharing and transparency. The X stands for 'User Experience'
Production	The live environment where software and other products are put into operation for their intended use by end-users.
Resource/s	is an employee(s) of, or individual engaged by, the Supplier to perform the Services
SaaS	Software as a service is a software licensing and delivery model in which software is licensed on a subscription basis and is centrally hosted.
Special Terms	Those terms that shall apply in precedence to the terms of the Agreement as set out in paragraph 6 of this SoW
Stages	As defined in paragraph 3.3.1 of this SoW
STunnel	STunnel is an open-source multi-platform application used to provide a universal TLS/SSL tunneling service. STunnel can be used to provide secure encrypted connections for clients or servers that do not speak TLS or SSL natively.
Supplier	As defined in the recitals above

Time and Materials	The method of calculation of the Charges for the Resource as set out in Section 4 - Charges and Invoicing
UEM	Unified Endpoint Management. UEM provides enterprises management of mobile devices as well as endpoints like desktops, printers, IoT devices and wearables from a single management platform
VMware	VMware is a software company that provides cloud computing and virtualization software and services.
Windows	An operating system released by Microsoft.
Windows Factory Provisioning	Configurations, settings, and applications are preloaded at the factory.
WSONE/Workspace ONE	Software from VMware to manage mobile devices using a real-time, cloud-based approach manage mobile devices from a single console. Used to drive consistent processes and policies across iOS, Android, Windows 10, macOS, Chrome OS and more.

1 Customer Requirements and Supplier Obligations

1.1 Key Information

ITEM	OBLIGATION	DETAILS PROVIDED
Supplier Locations	The Supplier shall perform the Services from the following Supplier premises:	CC Premises [REDACTED]; Supply Chain Services CC Remote Locations All other Activities
Customer Location	The Supplier shall provide the Services at the following Customer premises:	All services will be carried out remotely
Delivery Address	The Supplier shall deliver the Deliverables to the following Customer premises:	Individual Devices will be delivered to up to 660 UK mainland locations that will be confirmed during project Initiation
Bill of Materials ("BOM")	The BOM comprising agreed equipment to be installed and implemented in accordance with this SoW is as set out in the embedded document:	N/A

1.2 Customer Requirements

In order to support the Customer's stated five missions below

- ☐ Reduce the burden on our workforce, so they can focus on delivering care;
- ☐ Give people the tools to access information and services directly, so they can best take charge of their own health and care;
- Ensure information about people's health and care can be safely accessed, wherever it is needed;

- ☐ Aid the improvement of safety across health and care systems; and
- ☐ Improve health and care productivity with digital technology.

The Customer has identified a need to create a development environment within their existing Workspace ONE platform to enable updates and new/updated applications and settings to be tested prior to deployment to the wider estate

Current changes to be tested and implemented are as follows

- ☐ Access configuration against WSONE dev and Google dev environments (NHSE&I)
- ☐ Implementation and testing of the proposed VMware WSONE changes in Development Environment to address an enrolment defect identified during the NHSX - WSONE - Mac & Lenovo Deployment SOW V0.2 engagement
- ☐ Implementation and testing of the proposed VMware WSONE changes in the Production environment

In addition to the technical element the Customer needs a temporary robust and reliable solution to deploy hardware to new users in their home locations and retrieve legacy Devices from leavers and book them back into stock for redistribution. The Devices will be managed by NHSX existing Workspace ONE platform, but additional work is required to improve the enrolment processes for Macs and to create a profile for Windows Devices to allow them to enrol in the Workspace ONE platform

REFERENCE	CUSTOMER REQUIREMENTS
R-001	Creation of Development Environment for WSONE
R-002	Access configuration against WSONE dev and Google dev environments (NHSE&I)
R-003	Implementation and testing of the proposed VMware WSONE changes in Development Env to address the enrolment defect
R-004	Implementation and testing of the proposed VMware WSONE changes in the Production environment
R-005	Provision and delivery of hardware for new starters delivered to their home addresses
R-006	Collection, processing and booking back into stock of legacy hardware
R-007	Continuation of the interim build management for Windows Devices until the required WS ONE changes are in place to support full automation
R-008	Complete a macOS Big Sur and M1 Readiness Assessment
R-009	Implement Changes to Workspace One Dev and Production environments for the management of macOS Big Sur and Apple Mac M1 hardware
R-010	Pilot and Deployment of macOS Big Sur (upgrade of existing macOS estate) and Apple Mac M1 hardware (New Devices / users)

1.3 High Level Approach

1.3.1 The High Level Approach to be followed by Supplier and (where applicable) the project STAGES are as set out below:

The Supplier's approach is to deliver the project using its Tempo project methodology. The project will be managed in stages ("the Stages") which are summarised below.

Project Initiation

Duration 1 week

As the project is following on from an existing project the initiation activities will be limited to two activities

- ☐ A detailed planning workshop to confirm the timelines and dependencies required. The output of the workshop will be an agreed and documented project plan. An initiation technical workshop to confirm the scope and technical approach and to walk through the project plan highlighting key dependencies. The output of the workshop will be an agreed documented decision log. The decision log will then be used to facilitate the implementation of the technical specific elements of this engagement.
- ☐ Particular attention will be paid to the lessons learned from the previous activities around data quality dependencies being met.

Project Implementation

Workspace One Development Tenant

- ☐ Implementation of VMware Workspace ONE Development Tenant identical to existing production configuration
- ☐ Integration with NHS England Apple Business Manager and NHSX development Google Enterprise Identity
- ☐ Device enrolment and testing
- ☐ Implementation of documented VMware changes to tenant to remediate Windows Factory Provisioning with Google Identity and GCPW.
- ☐ Functional tenant and Device testing to validate change success
- ☐ Update of existing DLD documentation to include development tenant and verified changes

Workspace ONE Production Tenant

- ☐ Implementation of documented, and development tenant validated, VMware changes to tenant to remediate Windows Factory Provisioning with Google Identity and GCPW.
- ☐ Functional tenant and Device testing to validate change success

Windows 10

- ☐ Implement Checkpoint Endpoint Security (EPS) in production which has been tested in the development environment prior to releasing to the existing Windows 10 estate
- ☐ Windows 10 provisioning process updates and handover to [REDACTED] Configuration Centre for service take on
- ☐ Detailed Level Design updates to include configuration updates and new build process.

MacOS

- ☐ Workplace Chat application removal
- ☐ Update and Improve DEP Notify Enrolment Workflow
- ☐ Big Sur and Apple M1 Silicon Readiness Assessment
- ☐ Implementation and testing of changes required to allow management of macOS Big Sur and Apple Mac M1 hardware in Workspace ONE development environment initially

then replicated into production environment

- ☐ User Pilot of macOS Big Sur upgrade and New enrolments of Apple Mac M1 hardware
- ☐ Deployment of macOS Big Sur upgrade to existing macOS estate

Technical workstream Closure

- ☐ **For one (1) week, the project will conduct the activities to close the project. Closure activities are capture of lessons learned and production of closure report.**
- ☐ **The Supplier will conduct a project review with the Customer, and this activity will assess and confirm the extent to which the objectives of the workstream have been met, by cross-referring back to the Product Descriptions and decision log and ensuring that any follow-on actions have been identified and assigned to owners.**

Starters / Leavers Workstream

Device Shipment, Collection and Build Services

- The Customer will be able to access an online portal to request the shipment and/or collection of a Device to an End User's home location on an expected date and time period (AM/PM)
- ☐ The Devices will be shipped within 5 working days with the End User being notified by SMS text or email of the expected date and time period (AM/PM)
- The Starters / Leavers Workstream service can be terminated with 10 working days' notice (to allow for closure and reporting to be completed);
- Provided that the Supplier holds the appropriate Gold Stock, the Supplier shall deliver Gold Stock to the End User's home address within the Territory as notified by Customer to the Supplier;
- ☐ Where such Gold Stock is being supplied to replace a Defective Device, the Customer shall procure that the End User shall make the Defective Device available for collection;
- The Supplier shall deliver the Gold Stock to and collect any applicable Defective Device from the outside of the End User's home. The Supplier shall not and shall not be required to enter into any End User's home nor make physical contact with the End User in order to supply the Gold Stock nor to take possession of any Defective Device;
- ☐ The Customer shall procure that the End User shall promptly acknowledge via email or SMS receipt of the Gold Stock and where applicable collection of the Defective Device and shall promptly confirm receipt of such acknowledgement to the Supplier;
- ☐ Where a Defective Device is made available to the Supplier for collection, the Supplier shall physically clean such Defective Device and reinstall the Build provided by the Customer and where this is sufficient to return the Defective Device to normal functioning shall return such Device to the Gold Stock for subsequent redeployment;
- ☐ Where the Defective Device is Beyond Economic Repair (i.e. below Grade B), the Supplier shall notify the Customer of the anticipated repair costs and, where Customer is willing to pay such costs, shall use reasonable endeavours to carry out such repair and return the Defective Device to the Gold Stock; Should the Customer not provide confirmation to the Supplier to carry out repair within 5 working days the Supplier shall be authorised to dispose of the Defective Device.
- The Supplier shall be entitled to use subcontractors to perform the Home Support Services and Services and shall procure that such subcontractors comply with the Supplier's applicable obligations pursuant to this SOW;
- ☐ Requests placed after 3pm on a working day or at any time on a non-working day will be treated as being received at 9am on the next working day;
- ☐ Where the home user is not available or does not respond, the applicable Services or

Home Support Services will be charged at full rate;

- ☐ Where a home user is self-isolating or has been diagnosed with coronavirus, the Customer will immediately notify the Supplier and request to cancel any outstanding orders in respect of such home user;
- A minimum of 3 working days' notice must be given to cancel or reschedule a request for Services or Home Support Services, otherwise these will be charged at full rate;
- ☐ The following pre-requisites must be met by the Customer and, where applicable, the End User to enable the supply of Services or Home Support Services:
 - The Supplier must hold an appropriate item of Gold Stock within the territory. As and where Gold Stock is reduced or depleted, the Customer is for the purposes of this SOW responsible for replenishing such Gold Stock;
 - The Supplier shall notify the Customer if it is of the view that Gold Stock is or will soon be reduced or depleted such that there will be insufficient Gold Stock to satisfy requests for Services;
 - Customer shall then place a purchase order for additional Gold Stock or accept a degraded Service;
 - The applicable Enrolment Process for such Gold Stock must have been provided to Supplier;
 - The End User's home network must provide sufficient bandwidth for any post-build activities required pursuant to the Customer's build process upon activation of the Gold Stock at the End User's home;
 - The Customer's distributed infrastructure must support remote rebuild and user personalisation;
- The Customer shall ensure that it complies with its obligations under the General Data Protection Regulation when providing user details sufficient to enable the Supplier to perform the SOW and supply the Product to the Customer's End Users at their home addresses.
- Where and to the extent the Customer's policies (including security policies) would otherwise prevent the Supplier from performing the HSS or supplying the Product to the Customer's End Users at their home addresses, such policies are suspended for the term of this SOW to the extent required for the Supplier to fulfil its agreed obligations hereunder;
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Device Storage

- The Devices are currently stored in the Supplier's warehouse under a Buy and Store Agreement dated 2 April 2020. On a monthly basis Devices of each type will be called off, built and shipped to the Supplier's onward stock location in accordance with an agreed minimum stock level
- ☐ Stock levels will be reported on a weekly basis by email to a nominated NHSX contact.

Interim Build Management

Device Call-off and Build

- ☐ Until such time that the Starters / Leavers workstream is completed, there is an ongoing

requirement to build Windows and Mac Devices using consultancy and technical group resources. This is due to a lack of automation, so the Customer acknowledges that the builds need additional manual effort by the Supplier to configure the Devices. This work is undertaken at a higher cost, will take longer and has been estimated to continue for up to 10 Devices per week for a period of 8 weeks. For clarity, if there is a requirement to extend the 8 weeks period this shall be mutually agreed via the Change Control Procedure. If no agreement is reached the Supplier reserves the right to terminate this Device and Call-Off Build Service.

Project Closure

- For one (1) week, the project will conduct the activities to close the project. Closure activities are capture of lessons learned and production of closure report.
- The Supplier will conduct a project review with the Customer, and this activity will assess and confirm the extent to which the objectives of the project have been met, by cross-referring back to the PID and ensuring that any follow-on actions have been identified and assigned to owners. A Project Closure Report will be produced and submitted to the Customer for Acceptance, confirming the Deliverables completion check, documenting any lessons learned which will be of use in future projects for both the Customer and for the Supplier, and consolidating the financial position for the project.

1.4 Deliverables

1.4.1 The Supplier shall provide Resources to work on the following Deliverables:

REF	STAGE	DESCRIPTION CONTENT	ACCEPTANCE CRITERIA	DELIVERABLE FORMAT
DEL-001	Initiation	Project/Technical Initiation Workshop A formal workshop which confirms details of the project's requirements, timeframes, approach, controls, organisation and deliverables	Meeting held between the Supplier and the Customer to discuss the project's technical requirements, timeframes, approach, controls, organisation and deliverables Documented decision log Submission of the meeting minutes emailed to the Customer Project Manager based on Supplier's standard Microsoft Word template.	Meeting followed by Microsoft Word Document and matching PDF version containing minutes Documented decision log in MS Excel format

REF	STAGE	DESCRIPTION CONTENT	ACCEPTANCE CRITERIA	DELIVERABLE FORMAT
DEL-002	Initiation	<p>Baselined Project Plan</p> <p>A plan which details by stage: tasks, milestones, associated delivery dates, Resources, dependencies between tasks and Customer dependencies.</p>	<p>The plan has been produced as described and issued to the Customer Project Manager.</p> <p>The Supplier Project Manager has walked through the document with the Customer Project Manager to ensure a common understanding and any discussion recorded by the Supplier Project Manager.</p>	<p>Microsoft (Tracking Chart)</p> <p>Project Gantt</p>
DEL-003	Implementation	<p>Workspace One Development Tenant</p> <p>Implementation of Development tenant</p> <p>Functional tenant and Device testing to validate change success</p>	<p>All relevant activities documented in the updated DLD are implemented to the agreed standard. Acceptance confirmed in writing by the Customer</p>	<p>Email sign off</p>
DEL-004	Implementation	<p>Workspace One DLD</p> <p>Updated DLD to reflect the changes to the Workspace One tenant</p>	<p>Acceptance confirmed in writing by the Customer</p>	<p>Detailed Design provided in MS Word format derived from the Suppliers templates.</p>
DEL-005	Implementation	<p>Workspace ONE Production Tenant</p> <p>Implementation of the required changes to the tenant</p> <p>Functional tenant and Device testing to validate the changes</p>	<p>All relevant activities documented decision log and DLD are implanted to the agreed standard. Acceptance confirmed in writing by the Customer</p>	<p>Detailed Design provided in MS Word format derived from the Suppliers templates.</p>
DEL-006	Implementation	<p>Windows 10</p> <p>Checkpoint implemented to the existing Windows 10 estate</p> <p>[REDACTED] Service Take on Completed</p> <p>Updated Detailed Level Design document</p>	<p>All relevant revisions in the DLD are implemented to the agreed standard . Acceptance confirmed in writing by the Customer</p>	<p>Updated Detailed Level Design document</p> <p>Email sign off</p>

REF	STAGE	DESCRIPTION CONTENT	ACCEPTANCE CRITERIA	DELIVERABLE FORMAT
DEL-007	Implementation	<p>MacOS</p> <p>Workplace Chat application removal</p> <p>Big Sur & M1 Readiness Assessment Service</p> <p>DEP Notify Update</p> <p>Implement changes to WSONE Dev and Prod for management of macOS Big Sur and M1 hardware and M1 hardware</p> <p>Pilot macOS Big Sur and M1 hardware</p> <p>Deployment of macOS Big Sur to existing estate</p> <p>Deployment of M1 hardware to new user enrolments</p> <p>Updated Detailed Level Design document</p>	<p>All relevant revisions in the DLD are implemented to the agreed standard.</p> <p>Acceptance confirmed in writing by the Customer</p>	<p>Updated Detailed Level Design document</p> <p>Email sign off</p>
DEL-008	Technical Workstream Closure	<p>The Parties will carry out the Review Meeting and the Supplier will provide a Technical Workstream Closure Report to the Customer containing;</p> <ul style="list-style-type: none"> • Executive Summary • Achievement of objectives • Project Financials • Follow on actions • Lessons Learned • Authority to close Workstream 	<p>The Supplier will provide the Customer with a project closure report for the Customers review in advance of the Technical Workstream closure meeting. A finalised version of the report to be published after the closure meeting. The Customer will review and confirm its approval in writing.</p>	<p>Technical Workstream Closure Report supplied and updated after a Single Review Cycle in a MS Word document</p>
DEL-009	Implementation	<p>Starters / Leavers Process</p> <p>Provision of a portal-based system for Tech Bar to request a Device deployment</p>	<p>Acceptance confirmed in writing by the Customer</p>	<p>Access provided to the portal based system Starters / leavers process provided in MS Word format derived from the Suppliers templates.</p>

REF	STAGE	DESCRIPTION CONTENT	ACCEPTANCE CRITERIA	DELIVERABLE FORMAT
DEL-010	Closure	<p>The Parties will carry out the Review Meeting and the Supplier will provide a Closure Report to the Customer containing;</p> <ul style="list-style-type: none"> • Executive Summary • Achievement of objectives • Project Financials • Follow on actions • Lessons Learned • Authority to close project 	<p>The Supplier will provide the Customer with a project closure report for the Customers review in advance of the project closure meeting. A finalised version of the report to be published after the closure meeting. The Customer will review and confirm its approval in writing.</p>	<p>Closure Report supplied and updated after a Single Review Cycle in a MS Word document</p>

1.5 Customer Dependencies

1.5.1 Customer acknowledges that Supplier is dependent upon the Customer fulfilling the following Customer Dependencies in order for the Supplier to deliver the services within the timescales and estimated Charges set out in this SoW.

REFERENCE	CUSTOMER DEPENDENCIES
D-001	The Customer will engage and manage the Customer's Third Party Suppliers where required for the duration of the project.
D-002	The Customer will agree the acceptance criteria for deliverables during Technical initiation workshop
D-003	The Customer will provide resource to assist project in requesting APNS certificate for WSONE platform prior to the sandbox implementation phase
D-004	The Customer will be responsible for renewing the APNS certificates every 12 months
D-005	The Customer shall complete all activities relating to the integration of ABM with WSONE and aligning Devices to the new development MDM Tenant during the sandbox implementation phase
D-006	The Customer or their third party supplier will be required to implement all networking requirements including proxy and firewall configurations to allow macOS Devices to function on the corporate network as detailed in the internet link: https://support.apple.com/en-gb/HT210060 (Apple public network 17.0.0.0 /8. All configurations will need to be completed prior to project implementation stage commencement

D-007	The Customer is responsible for providing a tested and working Checkpoint Endpoint Security (EPS) for windows application package that can be deployed via Workspace ONE provisioning package. The installation must not be subject to reboots.
D-008	The Customer will allow the continued use of test Devices from earlier Project phases for testing in this project phase
D-009	All current and future macOS Devices will be acquired via an Apple Authorised Reseller and enabled in Apple Business Manager so they can be enrolled via Device Enrolment
D-010	The Customer shall be responsible for all integration work pertaining to Google Cloud Directory and enabling LDAP on Google Cloud with Identity Manager and single-sign-on to Google Apps. To enable LDAP the customer Google Platform requires to be licensed G Suite Enterprise, Cloud Identity Premium, G Suite Enterprise for Education, and G Suite for Education during the implementation phases of the project
D-011	The Customer will be responsible for all Google Cloud Platform and on-premises networking configuration including firewalls required to allow the solution to function. On premises mac to apple requirements - https://support.apple.com/en-us/HT210060 , AirWatch Cloud Connector Networking etc. Mac to WSONE networking & WSONE to AirWatch Cloud Connector & Identity Manager, prior to the sandbox implementation phase of the project
D-012	Any additional identified or requested requirements and changes in scope during initiation or to this SOW will require a review and validation of the supporting cost model which may increase the value of the contract. Similarly, if scope or reduction requirements were to be identified then a review of the costs will be performed.
D-013	The Customer will use the supplier's online system to place orders and request collection of legacy Devices
D-014	For the duration of the project, The Customer will inform The Supplier of any projects or activities that may impact impede or present a risk to the proposed timescales for this project.
D-015	No changes to WSONE Production Tenant will commence until the Phase II project is completed with all technical deliverables met.
D-016	The Customer will provide client Devices and resources to facilitate the testing of the sandbox environment during the sandbox phase.
D-017	The Customer will identify stakeholders and ensure they attend the Initiation and requirements workshops and input into the Project Plan as necessary.
D-018	The Customer shall identify a nominated representative during Initiation, with the authority to agree workarounds.
D-019	The Customer will provide 2 x test accounts in Google Cloud Development directory with application access to test enrolment and access to resources, prior to the sandbox implementation phase

D-020	The Customer must manage all communication with the business for the duration of the project. The Supplier will input into the communications content if required.
D-021	The Customer will be responsible for building a Windows Server OS to host the AirWatch Cloud Connector, Identity Manager Connector and STunnel services / Customer will be responsible Enterprise Systems Connector / AirWatch Cloud Connector Server provision (Server OS, CPU, RAM DISK & Networking config), prior to the sandbox implementation phase
D-022	The Customer will acquire all WSONE Advanced Licensing, Assist Licensing, Identity Manager Licensing for the sandbox tenant prior to the sandbox implementation phase
D-023	The Customer will provide a list of users who require Mac and Windows Devices for the interim builds, at least 5 working days ahead of deployment
D-024	The Customer shall identify a nominated representative during Initiation, with the authority to agree work-arounds
D-025	The Customer will provide the supplier consultant M1 hardware for the purpose of testing against the solution. Each in use M1 form factor should be provided (M1 MacBook Air and M1 MacBook Pro 13")
D-026	The Customer shall perform User Acceptance Testing of macOS Big Sur and M1 Device upgrade and enrolment and usability during the Big Sur and M1 stage against the agreed timeframe as confirmed during Initiation
D-027	The Customer will provide macOS package compatible for macOS Big Sur and M1 hardware prior to the commencement of the macOS Big Sur and M1 project workstream
D-028	The customer will be responsible for identifying pilot users to perform testing of Windows, macOS Big Sur and M1 hardware. Pilot users identified should not be in a management role and be able to understand and communicate information of a technical nature to assist with defect resolution
D-029	The customer will sign off the Big Sur & M1 builds in writing by the completion of the Big Sur Pilot, no further deployments of Big Sur or M1 hardware will take place post the pilot until written sign off has been received
D-030	The customer will need to provide at a minimum 5 pilot users to fulfil macOS Upgrade to macOS Big Sur and a minimum of 5 pilot users to enrol M1 Hardware in accordance with the project plan

1.5.2 In the event that the Customer fails to meet any one or more of the dependencies set out in this paragraph 3.5 (Customer Dependencies) or obligations set out elsewhere in this SoW then:

- (a) the Supplier shall not be responsible for any failure to meet its obligations under this SoW if and to the extent that such failure resulted from the Customer's failure; and
- (b) the parties shall work together (acting reasonably and in good faith) to reduce the impact of this within the agreed timescales and charges and failing that then either:

- (i) the parties shall agree a Contract Change Notice to deal with the impact on the price and/or scope of work; or
- (ii) the Supplier may (without prejudice to any remedies that may be available to the Supplier under the terms of the Agreement) charge the Customer for such reasonable and demonstrable additional costs incurred as a result on a time and materials basis.

1.6 Limitations

1.6.1 This SoW is limited to the scope set out in paragraph 3.4. In particular, the following areas are excluded from the price and scope of this SoW:

REF	LIMITATIONS
L-001	Branding of the Workspace One console or self-service portal is not in scope
L-002	<p>The Suppliers testing is limited to the infrastructure activities directly involved in this project only. Specifically, the following tests are not in scope of The Suppliers activities:</p> <ul style="list-style-type: none"> • Non-functional tests • Performance testing • Stress testing • Recovery testing • Security testing • User Acceptance Testing (UAT) • Regression testing • Disaster recovery testing • Penetration testing
L-003	Design documentation consists of updating existing designs only
L-004	Formal documented testing is not in scope, functional testing will be completed on the sandbox and production tenants and client Devices.
L-005	Implementation and configuration of on-premises and non-Workspace One hosted content shares are not in scope
L-006	Implementation of Windows 10 OS version above 1909 is not in scope
L-007	Initiation only includes a single workshop to act as project and technical initiation as this is the 3rd phase of an existing project
L-008	It is anticipated that a maximum of 1 day of effort per week will be required to manage the order of new hardware and the collection of legacy Devices
L-009	No consultancy effort has been included to perform penetration testing
L-010	No effort for support or early life support has been included in this proposal
L-011	No specific resources will be provided to support the UAT activity for the Sandbox environment
L-012	Only one activity, consisting of 3 days effort of a single supplier resource, has been costed for creation of Windows 10 Build to include all phase III deliverables in production. Any requirement for additional Windows 10 build cycles or effort beyond the estimated 3 days will be subject to project change control.
L-013	Peripheral selection, support and compatibility is out of scope
L-014	Project costs model based on Time and Materials

REF	LIMITATIONS
L-015	Single Sign On to NHS Applications other than those integrated to Google Cloud Identity is out of scope
L-016	The configuration and integration of the solution to multiple Identity providers is not in scope
L-017	The configuration of WSONE to manage iOS Devices is out of scope for the supplier resources.
L-018	The creation of any additional acceptance-into-service documentation is not in scope
L-019	The delivery service will be during the Normal Business Day
L-020	The introduction of new applications to client Devices is not in scope
L-021	The remediation of WSONE defects caused by configuration changes made by customer technical staff will not be the responsibility of the supplier to resolve. Any delay or additional effort undertaken by the supplier as a result of customer caused issues will be subject to project change control.
L-022	The training of customer technical resources has not been included in this proposal
L-023	There will be no need to sign off Detailed Level Design documentation as only updates to existing designs will be made
L-024	User initiated enrolment is out of scope
L-025	Windows Hardware models are Lenovo X390 and Lenovo X1 Carbon, other windows hardware models are out of scope
L-026	No effort for support or early life support has been included in this proposal
L-027	No consultancy effort has been included to perform penetration testing
L-028	The deployment of Checkpoint EPS to existing Windows 10 Devices is not in scope for the supplier. The supplier will make available the application via Workspace ONE, but it will be up to the customer to manage the deployment if required.

2 Charges and Invoicing

2.1 Charges

2.1.1 Charges are payable on a Time and Materials basis as defined in paragraph 4.1.4 below and the terms of the Agreement. The total estimated Charges for the services and deliverables set out in this SoW have been calculated as follows:

		Stages	INITIATION	DEV	PROD	BIG SUR AND M1	INTERIM BUILDS	STARTERS / LEAVERS	CLOSURE	Totals
Resource (Role)	Rate Type	Day Rates	Days	Days	Days	Days	Days	Days	Days	Total
Consultant	Standard									
CPMO Coordinator	Standard									
Principal Consultant	Standard									
Central Project Coordinator	Standard									
Project Manager 2	Standard									
Senior Project Manager	Standard									
Technical Architect	Standard									
Interim Build Management (config only)			Based on 10 devices per week over 8 weeks							
Configuration/Delivery/Collection*			20 deliveries per week, 10 collections							
Total Estimated Services Price										
Total Estimated Project Resource and Services Price										

Fixed costs		
Activity	Price	Notes
Project Coordination	█ █████	Ongoing management post build
Build Take on	█ █████	2 updated builds into config

Variable costs (in addition to committed volume)		
Activity	Price	Notes
Win Config	█	Picking, Build, Asset
Mac Config	█	Picking x2 (laptop and hub), Build, Asset
Stock transfer to RDC	█	Devices built at █ are shipped to RDC, per pallet
Delivery	█	DPD tracked, overbox with hub and print build doc
Collection and Reconfig	█	DPD tracked collection and reconfiguration
Storage	█	Per item per month in █

For clarity, variable price is based on a maximum of 300 Devices, consisting of:

- 200 Windows devices (Lenovo X390 Thinkpad or X1 Carbon); and
- 100 Apple Devices (Macbook Air, Macbook Pro 13 or Macbook Pro 16).

Based on indicative volumes from NHS England, the Delivery/Collection costs cover up to 20 deliveries and 10 collections per week [REDACTED].

2.1.2 Total Value of Call-Off

For clarity, the Charges are an estimate and therefore is no guarantee to the Supply of Volume. Total Estimated Price: [REDACTED] excluding VAT plus [REDACTED] excluding VAT for any hardware equipment purchases during the contract period. Totalling a value of [REDACTED] excluding VAT.

In the event that the Customer requires any additional service that is outside the scope of this SoW (the "Additional Services"), the Customer shall inform the Supplier reasonably in advance and if agreed in writing by the parties, the Customer shall raise a Purchase Order in advance of the Additional Service commencement date.

2.1.3 Customer and Supplier acknowledges that the total estimated Charges, approach and timescale are based upon the following Assumptions and Parameters:

REFERENCE	ASSUMPTIONS AND PARAMETERS ON CUSTOMER REQUIREMENTS
A-001	All Implementation activities will be implemented in the Development Environment prior to implementation into the production environment
A-002	All macOS App Store applications will be managed and deployed via Workspace One UEM using Apple Business Manager and volume purchasing, this includes all free applications
A-003	All work will be done remotely – no visits to customer site will be required
A-004	It is assumed that all tasks will be completed within Normal Working Hours (Normal UK working hours 09:00am through 17:30pm, Monday to Friday, excluding bank holidays.)
A-005	MacOS hardware will be enrolled via a zero touch, automated enrolment workflow.
A-006	The Working assumption is 20 deliveries and 10 collections per week but an individual price per shipping is provided for clarity
A-007	Workspace One Enterprise Systems Connector Server is required to deploy the AirWatch Cloud Connector and Identity Manager connector to integrate WSONE UEM with Google Cloud
A-008	Workspace One UEM version will be 1912 or later to support the VMware Assist application
A-009	Design Documentation will be completed post implementation
A-010	Should the VMware documented changes not resolve the challenges with Win10 pre-enrolment and staging then a project RFC will be required to troubleshoot and further develop the solution to obtain desired solution outcome
A-011	10 days effort of a single resource has been estimated (5 days in Sandbox and 5 days in Production) for the implementation of the VMware documented changes to allow for GCPW and Win10 Factory Provisioning fixes. Any increase to the effort will be subject to project change control.
A-012	6 days effort of a single resource has been estimated for the implementation of the Sandbox Tenant, any additional effort required to complete this activity will be subject to change control
A-013	It is anticipated that a maximum of 1 day of effort per week will be required to manage the order of new hardware and the collection of legacy Devices
A-014	The Big Sur and M1 silicon readiness service will be delivered comprising of 2 consultative days effort over 3 days
A-015	No more than 10 Devices will be provisioned each week whilst the Interim Build Management process is operational

A-016	Costed effort for the Big Sur Pilot is for 5 working days, extension of this pilot beyond 5 days requiring supplier resources will be subject to change control
A-017	Big Sur Deployment will be over 10 working days, effort has been costed as a single resource for 5 days, any increase to the length of the deployment activity duration or the estimated effort from supplier resources will be subject to project change control
A-018	6 days effort has been costed for the implementation of Big Sur Changes (4 days in Development Environment, 2 days in Pre-Production and Production). The effort has been estimated on the basis of implementing updates to existing configuration profiles to include any new Big Sur features and the packaging and deployment of Checkpoint EPS software. Any effort beyond this estimation or the inclusion of new scope will be subject to change control
A-019	The Pilot the pilot should have no more than 20 users in total.
A-020	Big Sur & M1 implementation costs are based on providing one DEP enrolment workflow and an upgrade workflow for existing clients
A-021	Effort for Big Sur changes has been costed against implementing 1 new custom packaged application (Checkpoint EPS) and updating existing configuration profiles and applications
A-022	Development and Implementation of changes to support macOS Big Sur and M1 hardware will not commence until the completion of the activities for improving the Windows 10 provisioning process in both the development and production environment

2.1.4 In the event that any one or more of the Assumptions set out in this paragraph 4 proves to be incorrect or where they change then the parties shall work together (acting reasonably and in good faith) to reduce the impact of this within the agreed timescales and estimated Charges and failing that then either:

- (a) the parties shall agree a Contract Change Notice to deal with the impact; or
- (b) the Supplier may (without prejudice to any remedies that may be available to the Supplier under the terms of the Agreement) charge the Customer for such reasonable and demonstrable additional costs incurred as a result on a Time and Materials basis.

2.1.5 The following provisions apply to such Charges

- (c) Time and Materials Charges are estimates. Where the Supplier reasonably requires additional Resource (above the estimate for each Resource type to perform the applicable services) the Supplier shall advise the Customer of the requirement for additional Resources, stating the Services or Deliverables affected before incurring additional Charges. In the event that such additional Resources are not agreed by the Customer the Supplier shall not be obliged to supply additional Resources or complete the applicable Services or Deliverables within the agreed estimated charges and / or timescales;

(d) Resource cancellation, overtime requests and reasonable expenses, (save where set out as otherwise in paragraph 4 of this SoW) shall be subject to additional Charges as further specified in Appendix A of this SoW

(e) Invoices shall be raised monthly in arrears based upon the volume of days' work completed for each Resource to date at the applicable rate set out in this paragraph 4.

2.2 Additional Information

DESCRIPTION	INCLUDED IN CHARGES?
Travel and expenses	Excluded
VAT	Excluded
Any duties or levies other than value added tax	Excluded
Packaging, packing, shipping, carriage, insurance and delivery of Deliverables to the Delivery Address	Included
Licence fees to use any Deliverables supplied by Supplier	Excluded

2.3 Cancellation, Overtime and Expenses for Time and Materials Charges

2.3.1 In the event that the Customer cancels Resources assigned to work on the project the following cancellation charges shall apply and be levied.

Project Management & Consultancy

NOTICE PERIOD	CHARGE
More than 5 days' notice	no charge
From 5 days' to more than 4 days' notice	1 day charged
From 4 Days to more than 3 days' notice	the lesser of 2 days or the length of booking charged
From 3 days' to more than 2 days' notice	the lesser of 3 days or the length of booking charged
From 2 days' to more than 1 days' notice	the lesser of 4 days or the length of booking charged
Less than 24 hours' notice	the lesser of 5 days or the length of booking charged

Engineering

NOTICE PERIOD	CHARGE
More than 5 days' notice	no charge
From 5 days to more than 2 days' notice	25% of resource standard day rate
Less than 2 days' notice	50% of resource standard day rate

After 16:30 on previous day

100% of resource standard day rate

2.3.2 Should additional work involving work outside the hours of 9.00 am to 5.30 pm Monday to Friday be required over and above that agreed within this SoW then the following overtime rates apply

Project Management and Consultancy

Days	Multiplier
Monday to Saturday	Rate x 1.5
Sunday and past midnight (Mon to Sat)	Rate x 2
Bank Holidays	Rate x 3

Engineering

Days	Multiplier
Monday to Friday 19:00 to 07:00	Rate x 1.25
Saturday	Rate x 1.25
Sunday	Rate x 1.5
Bank Holidays	Rate x 2

b) Invoicing Methods**Invoicing**

The Supplier will submit invoices quoting the Framework reference number to the Customer at the end of each month, for the volume of days' work completed in that month. These will be paid by the Customer in accordance with the Agreement.

Details of contents of invoice are as specified in the purchase order for this SoW. As part of the approval process for this SoW the Customer will issue a purchase order quoting the Framework reference number but save to the extent that it includes the details set out above it shall not form part of the SoW and shall not operate to modify the terms of the SoW.

Electronic Invoices containing the NHSE Purchase Order Number (once provided by Buyer) should be submitted via Tradeshift:

<http://www.tradeshift.com/supplier/nhs-sbs/>

Electronic Invoices should be addressed to:

NHS England
Phoenix House
Topcliffe Lane
Wakefield
WF3 1WE

All invoices must include:

- Current Purchase Order
- Date
- Buyer contact name
- Addresses (Buyer & Supplier)
- Supplier name and contact details
- Remittance & payment bank account details
- Description of the charges
- Volume of the charges
- Unit cost of the charges

c) Reporting

- Bespoke reporting will be provided to the Customer
- A named contact will be provided for all management information
- Reports will be in a format as agreed with Customer
- Reports will be provided to Customer within 10 working days of request

d) Interoperability

Please list any Approved Organisation equipment or solutions that will require interoperability:

N/A

e) Response Timescales

Please list expected timescales for response/delivery of Goods and/or Services:

We aim to acknowledge any requests within 24 hours

For quotes and orders from Computacenter:

- Standard product quoting – 24 hrs (non standard products may vary depending on vendor terms)

- Order processing – 24hours from receiving the customer purchase order

6. Supply Terms and Performance

a) Supplementary Conditions of Contract

The terms of the NHS SBS **Link: IT Solutions 2** Framework Agreement will supplement and complement the terms of any Supplementary Conditions of Contract. However, in the event of any conflict or discrepancy between the terms of a Supplementary Conditions of Contract and the terms of the Framework Agreement the terms of the relevant Supplementary Conditions of Contract will prevail, in the order it is listed below:

To abide by NHS England's Supplier Code of Conduct, attached to this Order Form.

b) Sub-contracting (if applicable)

Subcontracting of services by Suppliers is allowed, both to Framework suppliers and to non-Framework suppliers. Any Supplier sub-contracting will be fully responsible for ensuring standards are maintained in line with the framework and this SLA.

N/A

c) Implementation and Exit Plan

N/A

d) Complaints/Escalation Procedure

The standard procedure is detailed below

In the first instance, the Customer and Supplier should work together and attempt to resolve any issues locally. Should this approach fail to result in a satisfactory outcome for the Customer, parties should refer to the Clause 22 Dispute Resolution of the Framework Call Off Terms & Conditions.

e) Termination

The standard procedure is detailed below

Persistent failure by the Contractor to meet the agreed service levels as specified within the SLA may lead to the Contract being terminated or alternative Contractor(s) being appointed by the Customer to maintain levels of service

Prior to termination the complaints and escalation procedure should be followed to attempt to resolve any issue.

f) Force Majeure

This Call-Off Contract is bound by Force Majeure events and may be terminated where a Party is affected by a Force Majeure Event that lasts for more than 60 consecutive days.

g) Insurance

The insurance policy for the contract required is detailed below

- Employers liability is set at [REDACTED]
- Public Liability is set at [REDACTED]
- Professional indemnity insurance is set at [REDACTED]

h) Buyers Responsibilities

Please list the areas that the buyer is responsible for:

N/A

i) Key Performance Measures

- To be agree between NHE/I and Computacenter

j) Audit Process

Please detail any Customer audit requirements

Customer does not wish to conduct an onsite audit.

7. Other Requirements

Please include any additional requirements that are not outlined above

Governance

Throughout the period of the project, the Supplier and the Customer shall

- meet at regular intervals as agreed between the Parties, to discuss progress and provide updates on the project.
- mutually agree on issue resolution and tracking;
- mutually agree any changes to this document (whether cost impacting or not)
- mutually agree the escalation process - (where different to the main Agreement).

The minutes and any actions from the meetings shall be recorded by the Supplier and distributed to the relevant parties within five (5) working days of the meeting taking place.

Any changes to the project including e.g. scope, deliverables, dates or charges etc. which have been discussed at the project meeting shall be agreed in accordance with the Change Control Procedure.

Special Terms

The following SPECIAL TERMS apply to this SoW:

Reference:	Special Terms
T-001	Where the deliverables and / or services set out in this SoW are subject to the provision of hardware and / or software by either party then the following provisions shall apply: Goods to be procured by the Customer from the Supplier shall be procured separately to this SoW, in the timescales set out in this SoW under the normal terms used between the parties for the supply of hardware or software. Where goods are to be procured by the Customer from the Supplier in advance and stored at the Supplier's facility then an additional Buy and Store agreement is required, a copy of which will be provided upon request. Where the Customer or a Customer third party is supplying hardware and / or software to be processed through the Supplier's logistics facility then an additional Customer Owned Equipment agreement is required, a copy of which will be provided upon request. The Supplier shall not be liable for the cost of any delays or failure in respect of the Deliverables and / or Services delivered under this SoW that are borne out of either i) supply chain constraints that are reasonably outside of the Supplier's control or ii) hardware or software failures that are not inherently based on the Deliverables and / or Services provided by the Supplier under this SoW.
T-002	The Services and Deliverables provided under this SoW ("SoW Services") are discrete from all other services provided under the Agreement ("Contractual Services") and the Supplier shall not incur any liabilities in respect of the Contractual Services that may arise as a result of an act or omission arising from the SoW Services.
T-003	The Supplier's maximum liability under this SoW shall be limited to [REDACTED] of the total fees payable under this SoW.
T-004	Anything that is not expressly included within this SoW will be deemed excluded unless mutually agreed by the parties and incorporated using Change Control Procedure.

a) Variation to Standard Specification

Please list any agreed variations to the specification of requirements

Change Control Procedure

If the project under this SoW deviates from the scope of work set out in paragraph 3 and/or the Parties agree to change any of the provisions of this SoW, the Parties shall follow the Change Control Procedure in accordance with the Agreement.

b) Other Specific Requirements

Please list any agreed other agreed requirements

Computacenter-RDC Cosmetic Grading – Expectations & Definitions

This document will give Computacenter-RDC employees/customers/clients an idea of what to expect from the cosmetic grades given to equipment. It is important that this is understood so realistic expectations can be set by all involved.

What are the expectations?

It is important to remember that most of the time we are dealing with used I.T equipment. This kit has normally been in offices, factories and a wide variety of other workplaces so will have some wear and tear. It could have also been stored by clients or handled by third parties such as couriers while being moved within or across countries and normally in an unboxed state so some marks could appear.

Grading 2nd user I.T assets can often be down to individual interpretation due to the nature of equipment being handled. Computacenter-RDC has taken steps to try and minimise the potential 'differences in opinion' that can occur by implementing a system that helps give suitable options for Technicians to select while automating the end decision on the cosmetic grade of a unit.

The Cosmetic Grades**N - New**

These grades are for new, boxed product. The expectation is that it is sealed & brand new. Normally anything that must be opened for checking would become A grade.

A – Good Condition

These grades are for kit in very good 2nd user condition. They should not show on the casing/chassis any obvious/clear dents, scratches, marks, broken plastic etc. Any screens should also be very good with no obvious/clear scratches, damages or blemishes.

B – Minor Defects

These grades reflect a typical 2nd user piece of equipment with signs of minor scratching, marks or dents. There should be no serious damage or missing plastics/parts (with the exception of blanking plates which can easily be replaced at low cost). Any screens may also show some signs of minor scuffs, pressure marks, blemishes or white/dark spots but these should not interfere with the viewing of images displayed during use. The unit is a typical example of something that has been used by someone over a period of time in an office, factory, other workplace or at home.

C – Major Defects

This grade covers kit that has suffered much worse damage. Major marks, scratches & dents may be present. There is also likely to be missing plastics or other parts. Any discolouration from labels or fading of colour from the plastic. There may also be damage to replaceable parts of the unit. The screen may also show signs of major scuffs, pressure marks, blemishes or white/dark spots but these should not interfere with the viewing of images displayed during use, they are simply more prominent than markings seen on B grade equipment.

D – Severe Defects

D grade equipment generally has major damage and possibly to irreplaceable parts of the case. The screen will have defects that cause interference when viewing images on it and could need re-placing. These are the worst condition Computacenter-RDC would sell a unit in. It is highly unlikely these units would ever be redeployed unless specifically asked for. These could potentially be sold as units that can be repaired or used for parts.

R - Repair

Any unit given this grade retains core functionality but needs some sort of repair. Most commonly this is used on Laptops where the screen needs replacing but the Laptop was able to be processed through an external display.

DM – De-manufacturing

This equipment is either below Tech cutline, faulty or in a condition that means Computacenter-RDC are unable to grade it. For example, a system unit with its case missing would not have a case grade or a Laptop that has no power could not have a graded screen as it cannot be powered up. Normally the functional condition or state of the unit will be determined by other fields recorded such as a Failure/Scrap Reason or Comments.

Definitions – Scratches, Scuffs, Marks, Blemishes, Spots etc

A Grade

What is meant by 'Not showing clear/obvious scratches, scuffs or marks'?

When looking at a unit chassis/case you should not be able to immediately see any kind of scratches, scuffs or marks anywhere on the surface. If there are tiny marks that can only be seen when looking at the unit in a certain light or by twisting it to make out these types of defect, then these are not clear & obvious and are unnoticeable when the unit is in normal use.

What is meant by 'Not showing clear/obvious pressure marks or blemishes'?

When looking at a unit screen you should not be able to immediately see any kind of marks or blemishes anywhere. If there are tiny marks that can only be seen when looking at the unit in a certain light or by twisting it to make out these types of defect, then these are not clear & obvious and are unnoticeable when the unit is in normal use.

B Grade

What is meant by 'Minor scratches, scuffs or marks'?

These marks can be easily seen when looking at a unit chassis/case. They will never show bare metal or be deep scratches. They will also not be large in size or quantity. There may be a small grouping of small scratches or some scattered smaller marks.

What is meant by 'Minor pressure marks or blemishes'?

These marks can be easily seen when looking at a unit screen. They will not be large in size or quantity. They may be a small grouping of small blemishes or some scattered smaller marks. These should never interfere or distort the image being viewed on the screen and are more likely to appear around the periphery viewing edge of the display.

What is meant by a 'Hairline Crack'?

These can mainly be found on Notebooks. They represent a small crack in the plastic that could almost look like small scratch and can only be identified as a crack when pushing the plastic on either side of it to see it is in fact cracked. It does not represent heavier damage and the plastic should all be intact bar the small hairline crack.

C Grade

What is meant by 'Major scratches, scuffs or marks'?

These marks are very prominent when looking at a unit chassis/case. They may be deep scratches and show bare metal. They may be large in size or many in quantity. There may be large groupings of various size scratches or many marks scattered across the unit.

What is meant by 'Major pressure marks or blemishes'?

These marks are very prominent when looking at the screen. They may be large in size and many in quantity. There may be large groupings of various size blemishes or many marks scattered on the screen. They should not interfere or distort the image being viewed on the screen, they will be more obvious with certain colours and may appear in more central places on the display.

What is meant by 'Discolouration'?

Discolouration may appear where labels have been removed and the colour of the case has faded. It could also be where an external containment has altered the colour of the case to something different or it has naturally faded over time.

What is meant by Damaged Ports/PSU Socket?

A unit may have ports with physical external damage, the port will still work. Alternatively, ports could have internal damage that render that port non-functional. Overall the device is still functional but may have lost 1 or more ports through damage i.e. a USB Port.

A unit with damage to the PSU socket (or other ports) that make the unit non-functional the device would fail, and details recorded appropriately.

D Grade

What is meant by a 'Severe Chassis Defect'?

These are defects that are not easy to describe or are a result of damage to irreplaceable parts of the chassis/case. The unit will still be functional, it will likely require heavy repair or be used in a situation where the defect is not a problem.

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