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Bid Pack

Attachment 3 – Statement of Requirements

DFE Procurement of Devices for Remote Learning and Schools

Contract Reference: CCIH21A02

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PURPOSE

- 1.1 This invitation relates to the Further Competition to award a contract to one or more suppliers for the DFE Procurement of Devices for Remote Learning and Schools.
- 1.2 The Further Competition shall invite tenders on a multi-lot basis to supply the following Device types:
 - 1.2.1 Lot 1: Windows laptops
 - 1.2.2 Lot 2: Windows tablets with keyboards
 - 1.2.3 Lot 3: Chromebooks inclusive of Education Upgrade licences
 - 1.2.4 Lot 4: Apple iPads
 - 1.2.5 Lot 5: Android Tablets
- 1.3 A separate procurement will be undertaken shortly for a Services Partner to provide customer support, logistics and distribution to designated settings. This procurement is only for the devices to be supplied to schools by the Programme.
- 1.4 As such, Potential Bidders are invited to submit models that can meet the Authority's specification within the permitted timescales.
- 1.5 This Further Competition is being conducted under the CCS Technology Products and Associated Services Framework Agreement (reference RM6068) Lot 2.

2. BACKGROUND TO THE CONTRACTING AUTHORITY

- 2.1 The Department for Education (hereafter referred to as the 'Buyer') is responsible for education and Children's Social Care services in England. The Buyer works to achieve a highly educated society in which opportunity is equal for children and young people, no matter what their background or family circumstances.
- 2.2 The Buyer is considering the impact of possible ongoing, localised, disruption to face to face education resulting from pandemic scenarios (especially during the Autumn/Winter "flu season") and so ensuring that schools are able to offer support to disadvantaged and vulnerable children with remote education

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remains a priority for the Buyer. Should further disruption resulting from the pandemic be minimal, these devices will need to be useable by schools and children more generally in support of in-school and home learning for the longer term.

3. BACKGROUND AND OVERVIEW OF REQUIREMENT

- 3.1 Since the first national lockdown and closure of schools resulting from the Coronavirus pandemic, in March 2020, the Buyer has provided over 1.3 million laptops and tablets to disadvantaged children in years 3 to 13 who would not otherwise have access to remote education or who are being supported by a social worker, including care leavers to help them engage with essential social care services and access remote education.
- 3.2 The Buyer is not anticipating further school closures on a national scale. However, localised, disruption to face to face education resulting from the pandemic remains a possibility and ensuring that schools can offer support to disadvantaged and vulnerable children for catching up with education following disruption to schooling over the past 18 months remains a priority for the Buyer.
- 3.3 The Buyer will be considering wider social and environmental benefits secured throughout the delivery of the contract. This will be related specifically to the key outcome of Health and Wellbeing, and Environmental Stewardship and captured within the submission and evaluation of Potential Bidders proposals.

4. DEFINITIONS

In this further competition invitation, the following words and phrases have the following meanings:

Expression or Acronym	Definition
Authority / the Buyer	The Department for Education, Sanctuary Buildings, Great Smith Street, London, SW1P 3BT
Supplier	Successful bidder/s awarded the contract/s from this Further Competition
Services Partner	Supplier awarded the contract for wrap around services to support end-users with ordering, receiving and using devices supplied under the Devices Supply contract/s
Settings	Education (including Further Education) or Children's Social Care providers to whom devices will eventually be shipped.

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5. SCOPE OF REQUIREMENT

- 5.1 The Buyer is looking to procure up to 500,000 devices for the Get Help With Technology Programme. These are broken down into Lots for different types of devices as stated at para 1.2.
- 5.2 In undertaking this procurement, the Buyer's aims are threefold:
- i. supply devices that are sufficiently powerful to facilitate both in-classroom and remote education
 - ii. be able to supply devices from mid-way through the 2021 Autumn term, with a view to ensuring that all devices are available to be distributed to schools by 17 December 2021
 - iii. achieve value for money for the taxpayer, and an excellent return on investment for the sector
- 5.3 To this end, the Buyer has developed a proposed 'Devices Minimum Specification' for each Lot, which aims to ensure that we can purchase enough devices in adequate time to support disadvantaged and vulnerable children while ensuring that these devices will be fit-for-purpose for some years into the future.
- 5.4 This procurement is only for the devices to be supplied to settings by the Programme. The customer support, logistics and distribution to settings is out of scope of this requirement and will be procured as a separate Further Competition for a Services Partner to deliver these requirement elements.

6. THE REQUIREMENT

- 6.1 Information regarding all device technical requirements is detailed in Attachment 4 – Supplier Response Template.
- 6.2 The Department is looking to procure up to 500,000 devices for the Get Help With Technology Programme, though more or fewer units may be purchased as required. As such, Potential Bidders are invited to submit models that can meet the Buyer's specification within the permitted timescales. Prospective Suppliers must complete the Minimum Threshold Assessment for any make and model of device offered within any of the Lots and provide appropriate additional information to demonstrate how devices offered will meet the Devices Minimum Specification for that Lot.
- 6.3 We expect the successful Supplier/s to:
- 6.3.1 hold the delivered stock in a secure UK location until requested by the Buyer or the Buyer's Services Partner, due to the need to be able

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- to move devices quickly from storage to settings across England and manage the risks of pandemic related international travel restrictions. Responsibility for the stock will need to be transferred to the Buyer's Services Partner as instructed by the Buyer or the Service Partner at the Buyer's behest. This transfer of responsibility will be negotiated between the Supplier and the Buyer's Service Partner and may require the physical movement of stock to an alternative warehouse location.
- 6.3.2 provide replacement devices for those that are Dead on Arrival (DOA) and participate fully in the process for replacing devices found to be DoA by Settings (see Annex 2).
 - 6.3.3 Allow the Buyer's Services Partner to select up to 6 test units per model, at the Buyer's behest, which will be used to ensure that devices supplied meet the Device Minimum Specifications committed to within the contract.
 - 6.3.4 cooperate with the Buyer and/or Services Partner to resolve any and all technical and performance issues, where devices are deemed to be performing at below the stated specification, to the satisfaction of the Buyer.
 - 6.3.5 work with the Services Partner to manage the transfer of responsibility for stock to the Service Partner.
 - 6.3.6 be wholly responsible for stock prior to responsibility for the stock transferring to the Services Partner.
 - 6.3.7 provide the Buyer and the Buyer's Services Partner with daily inbound stock reporting in an agreed format between the parties
- 6.4 Unit price of the devices will include bonded storage and warehousing, with appropriate insurance cover, between the date of arrival until the 15th October 2021. However, Potential Bidders are also requested to provide pricing for additional weekly storage costs per unit, up to 31 March 2022. Storage of devices after 15 October 2021 will be agreed between the Supplier and the Buyer with the final costs reflecting the actual storage requirements per week after that date.
- 6.5 The Supplier must commit to a specification on order.
- 6.6 The Supplier must submit Device specifications for manufacture following order of the devices to the Buyer for review and acceptance 5 days prior to manufacture. These specifications must match or exceed those submitted as part of this Competition.

- 6.7 All devices should be current models that are not end of life, out of commission or discontinued.
- 6.8 All devices must be free from malware. If any device is found to contain malware at the point of arrival from the Supplier this will be considered a material breach and the Buyer reserves the right to terminate any contract, or any part of any contract, which relates to the make and/or model of device found to contain malware. Units held by the Services Partner but not yet dispatched to schools will be returned to the Supplier.
- 6.9 All devices should be manufactured for use in the UK and not grey imports.
- 6.10 Potential Bidders are invited to submit tenders for up to the maximum required for each device type:
- Lot 1: Windows laptops; expected 62% of total devices
 - Lot 2: Windows tablets with keyboards; expected 3% of total devices
 - Lot 3: Chromebooks inclusive of Education Upgrade licences; expected 24% of total devices
 - Lot 4: Apple iPads; expected 11% of total devices
 - Lot 5: Android Tablets; expected to be fewer than 5,000 units
- 6.11 The exact number of devices purchased through each Lot shall be agreed at the contracting stage.
- 6.12 The Supplier must submit a proposal exclusively for devices that are either (i) already manufactured or (ii) are already in the process of being manufactured. The devices will need to be delivered to schools from the middle of the 2021 Autumn term but no later than 17 December 2021.
- 6.13 **Suppliers should also be clear about whether they are already holding the stock or have an exclusive option on the stock from an OEM. This information should be added into the 'Additional Notes on Pricing' column of the Devices Pricing Schedule within Attachment 4 - Supplier Response Template.**
- 6.14 Suppliers wishing to submit a bid must be able to meet the delivery timescales as outlined at 7.1. This capability will be assessed as on a pass/fail basis. Any bids that fail at this stage will not be accepted or assessed any further.
- 6.15 Warranties for all devices will need to be deferred and the warranty period will only commence at the point where the device is received by a Setting.
- 6.16 In the eventuality that a contracted Bidder is unable to meet 100% of the volumes contracted for by the date/s specified at 7.5, the Buyer reserves the

right to award to an alternative Bidder based on the scoring mechanism as outlined in Section 9 below.

- 6.17 Potential Bidders are invited to tender devices for all Lots and have the potential to be awarded a Contract for each Lot depending on final scores and ranking.

7. KEY MILESTONES AND DELIVERABLES

- 7.1 The Timetable below sets out details of activities once the contract has been awarded;

Activity	Date
Supplier selection	20 August 2021
End of Standstill period	31 August 2021
Contracts signed	15 September
Mobilisation period	16 September to 30 September 2021
First Inception meetings	From 20 September
Contract Meetings	Monthly – Between DfE Contract Managers and Device Suppliers account managers/executives for the DfE Contract.
Invoice Accounting Meetings	Weekly
Operational Board Meeting	Monthly – To include DfE contract account managers/executives from the Device Suppliers by exception.
Delivery of (specify each device) and %	Suppliers will be asked to submit a delivery schedule as part of the bid. Ideally, they should aim to have 25% of devices available from 15 October, 50% from 1 November, 75% by 22 November.
Final Delivery Date for Devices	Devices must be available for onward distribution to Settings by the Services Partner by 17 December 2020. The Buyer reserves the right to cancel orders for devices not transferred to the Services Partner by this time.

- 7.2 The successful Supplier/s must perform the contract in line with each of the deliverables stated above.

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- 7.3 Potential Bidders must be able to guarantee that the devices will be delivered by 17 December 2021. In the event that the devices will not be delivered by this date, this can be classed as a Critical Service Failure. As per Call-Off Schedule 14 (Service Levels), if a Critical Service Level Failure has occurred, the Buyer exercises its right to Compensation for Critical Service Level Failure, including the right to terminate for material Default.
- 7.4 The Supplier will need to commit to delivery timelines to ensure that children in England will be able to access remote education in the event of disruption. Ideally, devices delivered under this contract should arrive in regular and steady flow to the Services Partner from 15 October 2021. **Delivery schedules which are heavily backloaded towards the critical end date will not be accepted.** Delivery dates outlined in the schedule must represent a steady stream of devices arriving periodically in roughly equal numbers over the duration of the contract. Suppliers must also work with the Buyer and the Buyer's Services Partner to ensure in-bound delivery logistics and booking in processes are properly aligned.
- 7.5 Bidders must submit a delivery schedule for each model of device per Lot as part of their Attachment 4 – Supplier Response Template submission, which shall include the following details:
- 7.5.1 Delivery Date, from 15 October 2021
 - 7.5.2 Delivery Time Window for 25% of devices
 - 7.5.3 Delivery Time Window for 50% of devices
 - 7.5.4 Delivery Time Window for 75% of devices
 - 7.5.5 Delivery of 100% of devices to be achieved by (this must be on or before the critical end date for receiving devices).
 - 7.5.6 During contract delivery Suppliers will need to notify the Services Partner and Buyer contacts of Delivery Dates 5 days in advance.
 - 7.5.7 UK Location(s) where devices will be held.
 - 7.5.8 Delivery contact information
 - 7.5.9 Any additional Customer Delivery Instructions
- 7.6 The delivery schedule will inform Call-Off Schedule 14 (Service Levels) of the contract with Service Credits applied for late delivery.
- 7.7 The latest the 100% of devices can be delivered by is 17 December 2021. Failure to deliver devices by this time will be treated as a material breach and the Authority reserves the right to cancel any order for devices not delivered by this date.
- 7.8 The Supplier is also required to provide a written description of the approach they will take to meet the demand and timescales.
- 7.9 The successful Supplier will be held to the delivery schedule which will inform Service Levels. Supplier performance against these Service Levels (as detailed

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in Schedule 14 of the Order Form) will be published in the public domain on a quarterly basis.

8. MANAGEMENT INFORMATION/REPORTING

- 8.1 The Supplier will provide daily stock updates, covering all goods in transition as outlined in Call-Off Schedule 15 (Call-Off Contract Management).
- 8.2 The Supplier will provide updates/reports as requested and agreed with the Service Partner who will be responsible for monitoring and reporting on the performance of Devices Suppliers to the Authority.

9. VOLUMES AND AWARDS OF CONTRACTS

- 9.1 The Buyer is looking to procure circa 500,000 devices in total, however slightly more or fewer units may be purchased if required. As such, Potential Bidders are invited to submit all stock that can meet the Buyer's specification within the permitted timescales.
- 9.2 Potential Bidders should submit an offer for the available quantities of devices they have in Attachment 4 – Supplier Response Template – for each model being offered under each Lot.
- 9.3 Potential Bidders must also complete the Minimum Threshold Assessment tables in Attachment 4 for each model being offered under each Lot detailing how each make and model of device meets the Devices Minimum Specification outlined. It is the Bidder's responsibility to ensure their submission is technically correct.
- 9.4 Following completion of Technical and Commercial evaluations, the Buyer reserves the right to select the most advantageously priced device(s) from each of the Bidders.
- 9.5 The Buyer will be able to enter multiple contracts across all Bidders achieving the minimum pass mark for both Social Value questions and has the discretion to order as many devices as are required at the best price points offered by the Bidders. A total Social Value technical score will awarded to the Bidder and then Prices will be evaluated on a unit cost basis. Contracts will be awarded to the highest combined Technical and Commercial scores per unit, and then the next highest, until the full quantum of devices required for each Lot has been achieved.

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- 9.6 This is illustrated in the table below. If all Bidders achieved the maximum possible Social Value score, then the Bids highlighted in green would be awarded contracts for those models of devices first.

	Windows Laptops	Windows Tablets	Apple iPads	Chromebooks
Supplier A	£100	£400	£200	£300
Supplier B	£400	£300	£100	£200
Supplier C	£200	£100	£300	£400
Supplier D	£300	£200	£400	£100

- 9.7 The Buyer does not guarantee any volumes of devices, prior to placing an order with the Supplier.
- 9.8 The initial number of devices purchased is expected to be around 80% of the full quantity required for each Lot, with the below estimates provided to give indicative figures per Lot. The remaining 20% may comprise of any devices offered across the Lots and will be dependent on feedback from schools in relation to their outstanding needs. Unit prices for all devices offered will still apply.

10. CONTINUOUS IMPROVEMENT

- 10.1 The Supplier must adopt a policy of continuous improvement in relation to the Deliverables, which must include regular reviews with the Buyer of the Deliverables and the way it provides them, with a view to reducing the Buyer's costs (including the Charges) and/or improving the quality and efficiency of the Deliverables. The Supplier and the Buyer must provide each other with any information relevant to meeting this objective.

11. SUSTAINABILITY

- 11.1 All Goods must be packaged following the principles of reduce, reuse, recycle and packaging must be minimal and with minimal plastics.
- 11.2 The Supplier shall comply with the sustainability requirements set out in Joint Schedule 5 (Corporate Social Responsibility).
- 11.3 The Buyer requires the Supplier to deliver environmental and social benefits in the performance of the contract to support the government's Social Value commitment, as submitted within the Supplier's proposal.

12. QUALITY

- 12.1 All devices must come individually packaged, and each box security sealed using tape to provide tamper-proof/evident seal prior to shipping from the manufacturer with device serial numbers on the outside of the box in human and barcode readable formats.

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- 12.2 Potential Bidders are required to offer devices which meet the minimum specification and provide an appropriate delivery schedule in order to bid. Detailed specifications for the quality of all devices, are specified within Attachment 4 – Supplier Response Template.
- 12.3 Grey imports are not permissible and shall not be accepted by the Buyer.

13. PRICE

- 13.1 Price will play an important factor, though the department will also look to derive the long-term value of remote education and technology in the classroom through these devices. Devices should present a sound long-term investment and be robust enough to give value for several years in an education setting.
- 13.2 Prices are to be submitted via the e-Sourcing Suite Attachment 4 – Supplier Response Template excluding VAT and including all other expenses relating to Contract delivery. Only one Price Schedule should be submitted if you are bidding for more than one Lot.
- 13.3 Unit prices for Lot's 2, 4 and 5 must include an appropriately fitting sleeve case submitted as part of this tender, with sleeve sizes (dimensions). Ideally the sleeves should be included within the box with the device, though we will accept a separate shipment of sleeves where this is not possible or would cause delay. We are also requesting options on appropriately fitting sleeves for Lot 1 and Lot 3 devices, though this does not form part of the Minimum Threshold Assessment for these Lots.
- 13.4 All unit prices for Chromebook devices must include Google Chrome Education Upgrade Licences.
- 13.5 The total unit price of each device model must include delivery of that device to a storage delivery location in the UK and bonded storage and warehousing up to 15 October 2021 and the cost of onward distribution to our Services Partner.
- 13.6 However, Potential Bidders are also requested to provide pricing for additional storage at a weekly rate up to the end of March 2022 in case a need for longer-term storage should arise. Storage after 15 October will be drawn down on a call-off basis as required.
- 13.7 Unit prices must also include the costs of replacing any Dead On Arrival (DOA) devices.
- 13.8 The unit prices submitted shall apply throughout the life of the Contract, regardless of the final number and mix of devices purchased.

14. STAFF AND CUSTOMER SERVICE

- 14.1 The Supplier shall provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service.
- 14.2 The Supplier shall ensure that staff understand the Authority's vision and objectives and will provide excellent customer service to the Authority throughout the duration of the Contract.

15. SERVICE LEVELS AND PERFORMANCE

- 15.1 The Supplier shall ensure they fully comply with the obligations set out in Call-Off Schedule 14 (Service Levels).
- 15.2 The Supplier shall at all times provide the Deliverables to meet the Service Level Performance Measure for each Service Level.
- 15.3 The Supplier acknowledges that any Service Level Failure shall entitle the Buyer to the rights set out in Section 2 of Call-Off Schedule 14 (Service Levels).
- 15.4 The Supplier shall send Performance Monitoring Reports to the Buyer in accordance with the provisions of Section 3 (Performance Monitoring) of Call-Off Schedule 14 (Service Levels).
- 15.5 On the occurrence of a Critical Service Level Failure the Buyer shall be entitled to withhold and retain as compensation a sum equal to any Charges which would otherwise have been due to the Supplier in respect of that Service Period ("Compensation for Critical Service Level Failure"), provided that the operation of Schedule 14 paragraph 2 shall be without prejudice to the right of the Buyer to terminate this Contract and/or to claim damages from the Supplier for material Default.
- 15.6 Where Devices ordered are more than 14 days later than the dates stated in the agreed delivery schedule, the Buyer has the right at their discretion to reject delivery, refuse payment and cancel that part of the order for any late items at no cost to the Buyer.
- 15.7 If the level of performance of the Supplier is likely to or fails to meet any Service Level Performance Measure the Supplier shall immediately notify the Buyer in writing and the Buyer, in its absolute discretion and without limiting any other of its rights, may:
 - 15.7.1 require the Supplier to immediately take all remedial action that is reasonable to mitigate the impact on the Buyer;
 - 15.7.2 instruct the Supplier to comply with the Rectification Plan Process; and/or

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- 15.7.3 if a Critical Service Level Failure has occurred, exercise its right to Compensation for Critical Service Level Failure (including the right to terminate for material Default).

15.8 The following KPIs/SLAs shall apply:

KPI/SLA	Service Area	KPI/SLA description	Target and Possible Impact
1	Delivery	Daily inbound stock position report to be provided to the Buyer and the Service Partner. The Buyer will provide template and data fields required within 5 days of contract signature, agreed between parties. Daily inbound stock reports submitted must come with commentary as to what has changed, if the delivery will be earlier or later per device type and why.	100%
2	Delivery Timescales	Delivery – devices must be delivered in line with an agreed delivery schedule. The delivery schedule will be submitted by the Bidder at tender stage with any changes to this schedule to be agreed between the Supplier and Buyer at least 5 days ahead of time.	95% of devices will be delivered to the Service Partner in accordance with the delivery schedule but 100% delivery for all devices by the critical end date of 17 December 2021.
3	Accurate and timely billing of Buyer	The expectation is that all invoices show the device type, model, number of units and price per unit. The expectation is all invoices should accurately reflect the above	100% - Invoices not supplied in the appropriate format will be automatically rejected by the Buyer. The agreed timeframe for paying invoices will only commence from the point at which an invoice is

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		The invoice proforma should be completed accurately as prescribed in Section 17.	received in the correct format.
4	Device packaging should not be compromised upon delivery	All devices must come individually packaged, and each box security sealed using tape to provide tamper-proof/evident seal prior to shipping from the manufacturer, with device serial numbers on the outside of the box in human and barcode readable formats.	100% - The Service Partner should reject any device that is not appropriately packaged with the tamper-proof seal intact, as these could represent a risk to end users.
5	Proportion of devices DoA	DoA rate will be measured for each separate make and model of device per 1000 units received or for the entire order of any make/model of device where this is below 1000 units. We expect devices to perform as required upon arrival at a setting 99% of the time as a minimum (i.e. a DoA rate of 1% max) for any make/model of device supplied.	99% of devices to perform as required upon arrival at a setting - A service credit equivalent in price to the unit cost of each make/model deemed DoA above the first 1% for each make/model will be applied. This is to compensate for the costs of excess DoA processing.
6	Dead on Arrival service	DoA devices will be replaced within 3 working days of receipt from the Service Partner.	100% - A service credit of £10 per extra day per unit will be imposed where this is exceeded up to a maximum equal to the unit price of the device that has not been replaced.
7	Resolution of device performance issues	If a specific make/model or batch of device is discovered to have performance issues (not including the presence of malware) the Supplier will be expected to work with the	100% - Failure to commit to a workable resolution within the 10 working days may be deemed to be a material breach at

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		Buyer and Services Partner to submit a workable resolution to issues identified within 10 working days.	the discretion of the Authority.
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16. PERFORMANCE MONITORING

- 16.1 Within twenty (20) Working Days of the contract Start Date the Supplier shall agree and provide the Buyer and Services Partner (once appointed) with details of the proposed process for monitoring and reporting of relevant Service Levels, and the Parties will try to agree the process as soon as reasonably possible.
- 16.2 Daily inbound stock position report to be provided to the Buyer and the Service Partner. The Buyer will provide template and data fields required within 5 days of contract signature, agreed between parties. Daily inbound stock reports submitted must come with commentary as to what has changed, if the delivery will be earlier or later per device type and why.
- 16.3 The Supplier shall provide the Buyer with performance monitoring reports ("Performance Monitoring Reports") as agreed, which shall contain, as a minimum, the following information in respect of the relevant Service Period just ended:
- 16.3.1 for each Service Level, the actual performance achieved over the relevant Service Period;
 - 16.3.2 a summary of all failures to achieve Service Levels;
 - 16.3.3 details of any Critical Service Level Failures;
 - 16.3.4 for any repeat failures, actions taken to resolve the underlying cause and prevent recurrence;
 - 16.3.5 such other details as the Buyer may reasonably require .
- 16.4 The Parties shall attend meetings to discuss Performance Monitoring Reports ("Performance Review Meetings") on at least a Monthly basis, with additional meetings scheduled as requested by the Buyer, to review by Performance Monitoring Reports. The Performance Review Meetings shall:
- 16.4.1 take place within one (1) week of the Performance Monitoring Reports being issued at such location and time (within normal business hours) as the Parties may agree;
 - 16.4.2 be attended by both Supplier's Representative and the Department Buyer's Representative

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- 16.5 The Device Service Partner shall supply such documentation as the Buyer may reasonably require in order to verify the level of the performance by the Supplier.

17. SECURITY AND CONFIDENTIALITY REQUIREMENTS

- 17.1 The Supplier shall ensure they fully comply with the obligations set out in Call-Off Schedule 9 (Security) for all Buyer security requirements.
- 17.2 The Supplier shall ensure they fully comply with the obligations set out in Call-Off Schedule 9 (Security) for all Implementation and Testing requirements by the Buyer.

18. PAYMENT AND INVOICING

- 18.1 The Supplier shall invoice the Buyer using the prescribed format within 30 working days of responsibility for devices transferring to the Services Partner (this is expected to happen around mid-October for the first devices purchased).
- 18.2 Failure to invoice accurately, according to the agreed schedule shall incur penalties as set out at SLA 3 within the table at paragraph 15.6.
- 18.3 The Supplier shall submit invoices to the Buyer in the format prescribed by the Buyer, as set out in Annex 1. The invoice proforma as per Annex 1 should be completed as agreed and accompany all invoices. The proforma should always show a clear and transparent connection between the contracted volume, unit price per device/bundle, and stock delivered and received by the Services Partner for the scheme. Invoices submitted which are not in the prescribed format will not be accepted by the Buyer.
- 18.4 Invoices should be submitted to: Department for Education, 20 Great Smith Street, Westminster London, SW1P 3BT.
- 18.5 In the eventuality that the Supplier is unable to fulfil their submitted volumes, the Buyer is required to agree changes to device specifications 5 days prior to the change being made (with exceptions at the Buyer's discretion).

19. CONTRACT MANAGEMENT

- 19.1 The Supplier shall ensure that they fully comply with the obligations set out in Call-Off Schedule 15 (Contract Management).
- 19.2 The Buyer is required to agree changes to device specifications 5 days prior to the change being made (with exceptions at the Buyer's discretion).

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20. PROJECT MANAGEMENT

- 20.1 The Supplier and the Buyer shall each appoint a Project Manager for the purposes of this Contract through whom the provision of the Services and the Deliverables shall be managed day-to-day.
- 20.2 The Parties shall ensure that appropriate resource is made available on a regular basis such that the aims, objectives and specific provisions of this Contract can be fully realised.
- 20.3 Attendance at Contract Review meetings shall be at the Supplier's own expense.

21. LOCATION

- 21.1 The Supplier will be required to hold the delivered stock in line with the requirements set out in section 6 until onward delivery to the Service Partner is required. The Service Partner's location shall be confirmed following procurement, expected in the first week of October.

ANNEX 1: INVOICE PROFORMA

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Bid pack for DFE Procurement Of Devices For Remote Learning And Schools

Contract Reference: CCIH21A02

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ANNEX 2: DEAD ON ARRIVAL (DOA) PROCESS

Devices arriving damaged to a Services Partner location, including devices where the security seal has been compromised, and devices which are damaged or not working as expected upon arrival with settings will be subject to the DoA process.

Upon receipt of devices, settings will be given up to 10 working days to identify whether a device was faulty at the point of arrival. After a setting has notified the Service Partner of a DoA device, or devices, the Services Partner will arrange for collection of these within 10 days of notification.

The Services Partner will then be expected to return the device to a Supplier for replacement within 3 working days of collecting it from a setting.

Device Suppliers will be expected to supply replacements back to the Services Partner within 2 working days of receiving DoA devices from the Services Partner.

Suppliers will be expected to accept single and multiple (batch) DoA returns from the Services Partner.