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

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

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# Background to requirement/OVERVIEW of requirement

## The Authority holds a number of licences for BMC products, such as Remedy ITSM Suite and TrueSight Infrastructure Management Suite, across the MOD estate.

## The renewal of the licences and services is required to streamline and automate the processes around IT service desk, asset management, change management and IT operations management and allows UKSTRATCOM to utilise the products and services without any impact to BAU (business as usual).

## An adoption partner is also required to ensure full exploitation of existing and new products and services and support Defence Digital in its Service Management transition to a new operation model.

# definitions

|  |  |
| --- | --- |
| **Expression or Acronym** | **Definition** |
| UKSTRATCOM | Means; UK Strategic Command |
| MOD | Means; Ministry of Defence (The Authority) |
| ITSM | Means; Information Technology Service Management |
| ITT | Invitation to Tender |
| “The Authority” | Means; the Secretary of State for Defence of the United Kingdom of Great Britain and Northern Ireland, acting as part of the Crown. |
| “Contract” | Means; a Contract entered into between the successful Tenderer or consortium members and the Authority, should the Authority award a Contract as a result of this competition. |
| “Contract Terms & Conditions” | Means; the attached conditions including any schedulesannexes and appendices that will govern the Contract entered into between the successful Tenderer and the Authority, should the Authority award a Contract as a result of this competition. |
| “Contractor Deliverables” | Means; the works, goods and/or the services, including packaging (and Certificate(s) of Conformity and supplied in accordance with any Quality Assurance (QA) requirements if specified) which the Contractor is required to provide under the Contract. |
| Tender | A “Tender” is the offer that you are making to the Authority |

# scope of requirement

## The scope of this requirement is to renew products and services for up to a 3-year period and agree through an Enterprise Agreement the ability to extend to new licences during the 3-year period.

## There are varying start dates for the renewals, these dates can be found in section 4

# The requirement

## Contractors are requested to provide pricing for the renewal of existing licences, product and services and pricing for new licences and services during the 3 year period from March 31st 2021 – March 30th 2024

### **Renewal List;**

#### This following existing agreements require renewing and Level 1 support being provided in line with the support provisions detailed in 4.1.3

|  |  |
| --- | --- |
| **BMC Agreement ID** | **Renewal & Support required date** |
| 556277 | 2nd September 2021 – March 30th 2024 |
| 478931 | 2nd September 2021 – March 30th 2024 |
| 496872 | 2nd September 2021 – March 30th 2024 |
| 520890 | 2nd September 2021 – March 30th 2024 |
| 648555 | Entire Term – March 31st 2021 – March 30th 2024 |
| 564580 | Entire Term – March 31st 2021 – March 30th 2024 |
| 613786 | Entire Term – March 31st – March 30th 2024 |
| 685136 | Entire Term – March 31st – March 30th 2024 |
| 674577 | Entire Term – March 31st – March 30th 2024 |
| 700434 | Entire Term – March 31st – March 30th 2024 |
| 680399 | Entire Term – March 31st – March 30th 2024 |

#### 4.1.1.2 Full details of the renewals are as below:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Asset Number** | **SCID** | **Product Number** | **Asset Name** | **Number of Units** | **Term** | **Install Address** |
| 2903344 | 613786 | LPV31.0.0.00 | BMC Discovery for Data Center - Formerly BMC Discovery Solution | 7,500 | 31-MAR-2021 to 30-MAR-2024 | ISS Westwells RdBox Corsham SN13 9RA United Kingdom |
| 2903354 | 613786 | LADFS.0.0.00 | BMC Discovery for Storage - ESO | 2,500 | 31-MAR-2021 to 30-MAR-2024 | ISS Westwells RdBox Corsham SN13 9RA United Kingdom |
| 2903358 | 613786 | LAZTW.0.0.00 | TrueSight Infrastructure Management Suite | 1,874 | 31-MAR-2021 to 30-MAR-2024 | ISS Westwells RdBox Corsham SN13 9RA United Kingdom |
| 2903357 | 613786 | LPBTT.0.0.00 | TrueSight Operations Management - Base License | 1 | 31-MAR-2021 to 30-MAR-2024 | ISS Westwells RdBox Corsham SN13 9RA United Kingdom |
| 2903316 | 564580 | LAO20.0.0.00 | TrueSight Orchestration - Peer License Add-on | 7 | 31-MAR-2021 to 30-MAR-2024 | ISS Westwells RdBox Corsham SN13 9RA United Kingdom |
| 3921194 | 700434 | LAW40.0.0.00 | BMC Asset Management - Floating User  License Add-on | 1 | 31-MAR-2021 to  30-MAR-2024 | AIS Branch, Army  HeadquartersMarlborough  Lines Andover SP11 8HJ United  Kingdom |
| 2903312 | 564580 | LAV32.0.0.00 | BMC Asset Management - User License Add-on | 50 | 31-MAR-2021 to 30-MAR-2024 | ISS Westwells RdBox Corsham SN13 9RA United Kingdom |
| 3510735 | 685136 | LAV32.0.0.00 | BMC Asset Management - User License Add-on | 10 | 31-MAR-2021 to 30-MAR-2024 | ISS Westwells RdBox Corsham SN13 9RA United Kingdom |
| 3587568 | 685136 | LAV32.0.0.00 | BMC Asset Management - User License Add-on | 10 | 31-MAR-2021 to 30-MAR-2024 | ISS Westwells RdBox Corsham SN13 9RA United Kingdom |
| 3921193 | 700434 | LAV32.0.0.00 | BMC Asset Management - User License Add-on | 2 | 31-MAR-2021 to  30-MAR-2024 | AIS Branch, Army  HeadquartersMarlborough  Lines Andover SP11 8HJ United  Kingdom |
| 3379012 | 680339 | LAV32.0.0.00 | BMC Asset Management - User License Add-on | 5 | 1-APR-2021 to  30-MAR-2024 | AIS Branch, Army  HeadquartersMarlborough  Lines Andover SP11 8HJ United  Kingdom |
| 2027539 | 478931 | LAV36.0.0.00 | BMC Atrium Service Level Management -  User License Add-on | 5 | 2-SEP-2021 to 30-MAR-2024 | CSIS IPTAbbeywood  SpruceStoke Gifford Bristol  BS34 8JH United Kingdom |
| 2903386 | 564580 | LAV36.0.0.00 | BMC Atrium Service Level Management User License Add-on | 6 | 31-MAR-2021 to 30-MAR-2024 | ISS Westwells RdBox Corsham SN13 9RA United Kingdom |
| 2027535 | 478931 | LAW42.0.0.00 | BMC Change Management - Floating User  License Add-on | 30 | 2-SEP-2021 to  30-MAR-2024 | CSIS IPTAbbeywood  SpruceStoke Gifford Bristol BS34 8JH United Kingdom |
| 2903384 | 564580 | LAW42.0.0.00 | BMC Change Management - Floating User License Add-on | 15 | 31-MAR-2021 to 30-MAR-2024 | ISS Westwells RdBox Corsham SN13 9RA United Kingdom |
| 2955086 | 613786 | LAW42.0.0.00 | BMC Change Management - Floating User License Add-on | 15 | 31-MAR-2021 to 30-MAR-2024 | ISS Westwells RdBox Corsham SN13 9RA United Kingdom |
| 3510734 | 685136 | LAW42.0.0.00 | BMC Change Management - Floating User License Add-on | 40 | 31-MAR-2021 to 30-MAR-2024 | ISS Westwells RdBox Corsham SN13 9RA United Kingdom |
| 3921192 | 685136 | LAW42.0.0.00 | BMC Change Management - Floating User  License Add-on | 1 | 31-MAR-2021 to  30-MAR-2024 | AIS Branch, Army  HeadquartersMarlborough  Lines Andover SP11 8HJ United  Kingdom |
| 3587566 | 685136 | LAW42.0.0.00 | BMC Change Management - Floating User License Add-on | 40 | 31-MAR-2021 to 30-MAR-2024 | ISS Westwells RdBox Corsham SN13 9RA United Kingdom |
| 3372531 | 680339 | LAW42.0.0.00 | BMC Change Management - Floating User  License Add-on | 3 | 1-APR-2021 to  30-MAR-2024 | AIS Branch, Army  HeadquartersMarlborough  Lines Andover SP11 8HJ United  Kingdom |
| 2027533 | 478931 | LAV33.0.0.00 | BMC Change Management - User License  Add-on | 10 | 2-SEP-2021 to  30-MAR-2024 | CSIS IPTAbbeywood  SpruceStoke Gifford Bristol  BS34 8JH United Kingdom |
| 2220806 | 478931 | LAV33.0.0.00 | BMC Change Management - User License  Add-on | 25 | 2-SEP-2021 to  30-MAR-2024 | CSIS IPTAbbeywood  SpruceStoke Gifford Bristol  BS34 8JH United Kingdom |
| 2286114 | 520890 | LAV33.0.0.00 | BMC Change Management - User License Add-on | 312 | 2-SEP-2021 to 30-MAR-2024 | CSIS IPTAbbeywood  SpruceStoke Gifford Bristol BS34  8JH United Kingdom |
| 2559810 | 648555 | LAV33.0.0.00 | BMC Change Management - User License Add-on | 500 | 31-MAR-2021 to  30-MAR-2024 | CSIS IPTAbbeywood  SpruceStoke Gifford Bristol BS34  8JH United Kingdom |
| 2903383 | 564580 | LAV33.0.0.00 | BMC Change Management - User License Add-on | 500 | 31-MAR-2021 to  30-MAR-2024 | ISS Westwells RdBox Corsham  SN13 9RA United Kingdom |
| 3510733 | 685136 | LAV33.0.0.00 | BMC Change Management - User License Add-on | 326 | 31-MAR-2021 to  30-MAR-2024 | ISS Westwells RdBox Corsham  SN13 9RA United Kingdom |
| 3921191 | 685136 | LAV33.0.0.00 | BMC Change Management - User License Add-on | 33 | 31-MAR-2021 to  30-MAR-2024 | AIS Branch, Army  HeadquartersMarlborough Lines  Andover SP11 8HJ United  Kingdom |
| 3587564 | 685136 | LAV33.0.0.00 | BMC Change Management - User License Add-on | 35 | 31-MAR-2021 to  30-MAR-2024 | ISS Westwells RdBox Corsham  SN13 9RA United Kingdom |
| 3379011 | 680339 | LAV33.0.0.00 | BMC Change Management - User License Add-on | 35 | 1-APR-2021 to  30-MAR-2024 | AIS Branch, Army  HeadquartersMarlborough Lines  Andover SP11 8HJ United  Kingdom |
| 2027526 | 478931 | LAAEA.0.0.00 | BMC Knowledge Management - Floating User License Add-on | 5 | 2-SEP-2021 to  30-MAR-2024 | CSIS IPTAbbeywood SpruceStoke  Gifford Bristol  BS34 8JH United Kingdom |
| 3587565 | 685136 | LAAEA.0.0.00 | BMC Knowledge Management - Floating User License Add-on | 20 | 31-MAR-2021 to  30-MAR-2024 | ISS Westwells RdBox Corsham  SN13 9RA United Kingdom |
| 2027524 | 478931 | LAAE9.0.0.00 | BMC Knowledge Management - User License Add-on | 3 | 2-SEP-2021 to  30-MAR-2024 | CSIS IPTAbbeywood  SpruceStoke Gifford Bristol BS34  8JH United Kingdom |
| 2903387 | 564580 | LAAE9.0.0.00 | BMC Knowledge Management - User License Add-on | 5 | 31-MAR-2021 to  30-MAR-2024 | ISS Westwells RdBox Corsham  SN13 9RA United Kingdom |
| 2027520 | 478931 | LAW41.0.0.00 | BMC Service Desk - Floating User License Add-on | 15 | 2-SEP-2021 to  30-MAR-2024 | CSIS IPTAbbeywood SpruceStoke  Gifford Bristol  BS34 8JH United Kingdom |
| 2903382 | 564580 | LAW41.0.0.00 | BMC Service Desk - Floating User License Add-on | 1 | 31-MAR-2021 to  30-MAR-2024 | ISS Westwells RdBox Corsham  SN13 9RA United Kingdom |
| 2955088 | 613786 | LAW41.0.0.00 | BMC Service Desk - Floating User  License  Add-on | 1 | 31-MAR-2021 to  30-MAR-2024 | ISS Westwells RdBox Corsham  SN13 9RA United Kingdom |
| 3587416 | 685136 | LAW41.0.0.00 | BMC Service Desk - Floating User  License  Add-on | 50 | 31-MAR-2021 to  30-MAR-2024 | ISS Westwells RdBox Corsham  SN13 9RA United Kingdom |
| 3510732 | 685136 | LAW41.0.0.00 | BMC Service Desk - Floating User  License  Add-on | 50 | 31-MAR-2021 to  30-MAR-2024 | ISS Westwells RdBox Corsham  SN13 9RA United Kingdom |
| 3921190 | 685136 | LAW41.0.0.00 | BMC Service Desk - Floating User  License Add-on | 2 | 31-MAR-2021 to  30-MAR-2024 | AIS Branch, Army  HeadquartersMarlborough Lines  Andover SP11 8HJ United  Kingdom |
| 2027519 | 478931 | LAV34.0.0.00 | BMC Service Desk - User License Add-on | 100 | 2-SEP-2021 to  30-MAR-2024 | CSIS IPTAbbeywood SpruceStoke  Gifford Bristol  BS34 8JH United Kingdom |
| 2220776 | 478931 | LAV34.0.0.00 | BMC Service Desk - User License Add-on | 250 | 2-SEP-2021 to  30-MAR-2024 | CSIS IPTAbbeywood SpruceStoke  Gifford Bristol  BS34 8JH United Kingdom |
| 2286112 | 520890 | LAV34.0.0.00 | BMC Service Desk - User License Add-on | 350 | 2-SEP-2021 to  30-MAR-2024 | CSIS IPTAbbeywood  SpruceStoke Gifford Bristol BS34  8JH United Kingdom |
| 2559809 | 648555 | LAV34.0.0.00 | BMC Service Desk - User License Add-on | 600 | 31-MAR-2021 to  30-MAR-2024 | CSIS IPTAbbeywood SpruceStoke  Gifford Bristol  BS34 8JH United Kingdom |
| 2903289 | 564580 | LAV34.0.0.00 | BMC Service Desk - User License Add-on | 900 | 31-MAR-2021 to  30-MAR-2024 | ISS Westwells RdBox Corsham  SN13 9RA United Kingdom |
| 3587415 | 685136 | LAV34.0.0.00 | BMC Service Desk - User License Add-on | 51 | 31-MAR-2021 to  30-MAR-2024 | ISS Westwells RdBox Corsham  SN13 9RA United Kingdom |
| 3921189 | 685136 | LAV34.0.0.00 | BMC Service Desk - User License Add-on | 30 | 31-MAR-2021 to  30-MAR-2024 | AIS Branch, Army  HeadquartersMarlborough Lines  Andover SP11 8HJ United  Kingdom |
| 3510731 | 685136 | LAV34.0.0.00 | BMC Service Desk - User License Add-on | 356 | 31-MAR-2021 to  30-MAR-2024 | ISS Westwells RdBox Corsham  SN13 9RA United Kingdom |
| 2027527 | 478931 | LAX72.0.0.00 | BMC Service Management Specialist - Floating User License Add-on | 5 | 2-SEP-2021 to  30-MAR-2024 | CSIS IPTAbbeywood SpruceStoke  Gifford Bristol  BS34 8JH United Kingdom |
| 2027529 | 478931 | LAX71.0.0.00 | BMC Service Management Specialist - User License Add-on | 3 | 2-SEP-2021 to  30-MAR-2024 | CSIS IPTAbbeywood  SpruceStoke Gifford Bristol BS34  8JH United Kingdom |
| 2027541 | 478931 | LPU93.0.0.00 | Remedy IT Service Management Suite | 1 | 2-SEP-2021 to  30-MAR-2024 | CSIS IPTAbbeywood SpruceStoke  Gifford Bristol  BS34 8JH United Kingdom |
| 2145232 | 496872 | LPU93.0.0.00 | Remedy IT Service Management Suite | 1 | 2-SEP-2021 to  30-MAR-2024 | CSIS IPTAbbeywood SpruceStoke  Gifford Bristol  BS34 8JH United Kingdom |
| 2286115 | 520890 | LPU93.0.0.00 | Remedy IT Service Management Suite | 1 | 2-SEP-2021 to  30-MAR-2024 | CSIS IPTAbbeywood  SpruceStoke Gifford Bristol BS34  8JH United Kingdom |
| 2559807 | 648555 | LPU93.0.0.00 | Remedy IT Service Management Suite | 1 | 31-MAR-2021 to  30-MAR-2024 | CSIS IPTAbbeywood  SpruceStoke Gifford Bristol BS34  8JH United Kingdom |
| 3379013 | 680339 | LPU93.0.0.00 | Remedy IT Service Management Suite | 1 | 1-APR-2021 to  30-MAR-2024 | AIS Branch, Army  HeadquartersMarlborough Lines  Andover SP11 8HJ United  Kingdom |
| 2047793 | 478931 | LAW39.0.0.00 | Remedy IT Service Management Suite - Floating User License Add-on | 100 | 2-SEP-2021 to  30-MAR-2024 | CSIS IPTAbbeywood  SpruceStoke Gifford Bristol BS34  8JH United Kingdom |
| 3510736 | 685136 | LAX74.0.0.00 | Remedy Knowledge Management  Specialist - Floating User Add-On License | 20 | 31-MAR-2021 to  30-MAR-2024 | ISS Westwells RdBox Corsham  SN13 9RA United Kingdom |
| 3590338 | 674577 | LP1YC.0.0.00 | Remedy Service Desk - User License - ESO | 35 | 1-MAR-2021 to  30-MAR-2024 | RM102, Mustang Bldg 208Rudloe  Corsham SN13 9NR  United Kingdom |
| 3333724 | 674577 | LP1YC.0.0.00 | Remedy Service Desk - User License - ESO | 55 | 1-MAR-2021 to  30-MAR-2024 | ISS Westwells RdBox Corsham  SN13 9RA United Kingdom |
| 3921195 | 700434 | LP1YC.0.0.00 | Remedy Service Optimization -  Concurrent User License - ESO | 5 | 31-MAR-2021 to  30-MAR-2024 | AIS Branch, Army  HeadquartersMarlborough Lines  Andover SP11 8HJ United  Kingdom |
| 3333726 | 674577 | LP1YC.0.0.00 | Remedy Service Optimization - User License - ESO | 55 | 1-MAR-2021 to  30-MAR-2024 | ISS Westwells RdBox Corsham  SN13 9RA United Kingdom |
| 3590339 | 674577 | LP1YC.0.0.00 | Remedy Service Optimization - User License - ESO | 35 | 1-MAR-2021 to 30-MAR-2024 | RM102, Mustang Bldg 208Rudloe  Corsham SN13 9NR  United Kingdom |
| 2493395 | 556277 | LAO21.0.0.00 | TrueSight Orchestration – Adapters  License Add-on- Renewal | 3 | 2-SEP-2021 to  30-MAR-2024 | Ministry of Defence, Information  Systems and Services  ISSProFloorplate B2, Bldg 405,  MOD Corsham Westwells Road  Corsham SN13  9NR United Kingdom |
| 2493396 | 556277 | LAO20.0.0.00 | TrueSight Orchestration – Peer License  Add-on- Renewal | 4 | 2-SEP-2021 to  30-MAR-2024 | Ministry of Defence, Information  Systems and Services  ISSProFloorplate B2, Bldg 405,  MOD Corsham Westwells Road  Corsham SN13  9NR United Kingdom |

### **New Licences:**

#### The table outlines the licences and quantities that are to be procured under this Enterprise Agreement. All will require Level 1 partner continuous support based on a rollout agreed between the Authority and BMC directly.

|  |  |  |  |
| --- | --- | --- | --- |
| **Product** | **Quantity** | **Unit of Measure** |  |
| Remedy Service Desk – User Licence Add on | 881 | per named user | 31-Mar 2021 to 30-Mar 2024 |
| Remedy Service Optimization – User Licence | 129 | Per named user | 31-Mar 2021 to 30-Mar 2024 |
| Remedy Service Management Suite – User Licence add on | 25 | Per named User | 31-Mar 2021 to 30-Mar 2024 |
| TrueSight Infrastructure Management | 2391 | per managed asset - server endpoint | 31-Mar 2021 to 30-Mar 2024 |
| TrueSight Infrastructure Management | 11290 | per managed asset - server endpoint | 31-Mar 2021 to 30-Mar 2024 |
| Ture Sight Operation Management - Base Licence | 1 | per enterprise | 31-Mar 2021 to 30-Mar 2024 |
| Discovery Data Centre | 370 | per managed asset - server endpoint | 31-Mar 2021 to 30-Mar 2024 |
| Discovery Storage | 370 | per managed asset - server endpoint | 31-Mar 2021 to 30-Mar 2024 |
| Digital Work Place Named (100 Users) | 4,205 | per named user | 31-Mar 2021 to 30-Mar 2024 |

### **All Renewals and new Product and services:**

#### The Authority require the following product and services levels applicable to both the existing and new product sets as outlined in the table below

#### Confirmation is required of your level of BMC Partnerships and what levels of expertise you are able to provide around the suite of products that are detailed herein;

|  |  |
| --- | --- |
| **Product Support** | **Support Provisions** |
| BMC Continuous Product and services – Level 1 | As part of the **Continuous BMC Product and services** required for the BMC Products in Appendix B – Requirement Specification, the following provisions will apply;Access to 24 x 7 website, phone and email support and;Software support including maintenance releases and major upgrades throughout the 3 year, (36) month contract term. |

### **Additional Services Required:**

#### The Authority require the following additional services to be consumed throughout the lifetime of the agreement

|  |  |  |
| --- | --- | --- |
| **Additional Service** | **Quantity** | **Term** |
| Education Learning Pass Credits | 559 | 31-Mar 2021 to 30-Mar 2024 |
| Level 4 BMC Professional Services (Certified BMC resource); inclusive of Travel and Expenses | 201 (Unit of measure – Day) |

### **Partner Software Asset Management Services Required:**

#### The Authority expect the Contractor to also provide the following;

#### An Asset and licence usage management optimisation service, providing a single pane of glass to the Authority during the term of the agreement to ensure all licence deployment is tracked effectively

#### Support the transition within Defence Digital to its new Target Operating Model that relies on the effective deployment of the BMC toolset

#### Provide a new front door for service management and to project manage and deliver implementation support/benefit realisation for new applications

#### Support in the Continual drive for Innovation and development of current services whilst developing the Authority capability

#### An agreed Rate Card for Adoption Services that allows future users of the Authority’s Enterprise Agreement to have defined pricing for transition and exploitation beyond the original scope agreed.

#### An agreed discount level for currently available On-Premise products from BMC during the term of the agreement based upon BMC’s then current on-premise Product list price.

#### Continued Support for Name (Fixed) user licences to be used on different MOD security domains

# key milestones

## The Contractor should note the following project milestones that the Authority will measure the quality of delivery against:

|  |  |  |
| --- | --- | --- |
| **Milestone** | **Description** | **Timeframe** |
| 1 | Implementation of licences product and services where previous cover has expired. | Within five (5) days of receipt of purchase order |
| 2 | Implementation of licences/product and services where renewal is due at future date. | Upon date of renewal |

# 

# authority’s responsibilities

## Not Applicable.

# reporting/Meetings

## The Contractor shall submit progress/contractual reports to the Authority’s Representatives at the times and in the format specified in the call off order.

## The reports shall detail as a minimum:

### performance/Delivery and expected future deployment of the Contractor Deliverables;

### risks and opportunities;

### any other information reasonably requested by the Authority.

## The Contractor shall attend progress meetings at the frequency or times (if any) specified in the call off order and shall ensure that its Contractor’s representatives are suitably qualified to attend such.

## The Contractor shall attend a kick-off meeting that includes the key contractor staff and members from the Authority.

# volumes

## The volumes for this procurement are identified in Section 4.

# continuous improvement

## The Contractor will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.

## The Contractor should present new ways of working to the Authority during Contract review meetings where applicable.

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

# Sustainability

## The Contractor shall take all reasonable steps to ensure that all activities under the Contract shall comply with certified environmental management standards based on ISO14001 or equivalent.

# quality

## Quality shall comply with those set out in this ITT and in line with the Terms and Conditions of RM6068 Technology Products & Associated Services Item C Section 5.0 Standards and Quality.

# PRICE

## NOT USED – refer to Call-Off Schedule 5

# STAFF AND CUSTOMER SERVICE

## The Authority requires the Contractor to provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service to all Parties.

## Contractor’s staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract.

## The Contractor 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.

# service levels and performance

## The Authority will measure the quality of the Supplier’s delivery by:

|  |  |  |  |
| --- | --- | --- | --- |
| **KPI/SLA** | **Service Area** | **KPI/SLA Description** | **Target** |
| 1 | Service Delivery | All licences product and services to be implemented/renewed in line with the dates listed | 100% |
| 2 | Service Delivery | Contractors are to adhere to each of the SLA’s offered under the required product and services packages; | 100% |
| 3 | Service Delivery | Access to 24 x 7 website, phone and email support throughout the duration of the thirty-six (36) month contract term; | 100% |
| 4 | Service Delivery | The Authority to receive all software support, including maintenance releases and major upgrades throughout the life span of the thirty-six (36) month contract. | 100% |

## Where the Contractor fails at any of the above KPI’s, the Authority will, in the first instance, seek a mutually agreeable resolution (Joint Schedule 10 - Rectification Plan) with the Supplier. However, if this is not possible, the Authority reserves the rights under Call-Off Schedule 14 to terminate for material Default after a 30 day rectification period for the Contractor, seek Compensation and seek alternative services with the winner of a further procurement exercise utilising the most appropriate accessible CCS Framework (at time of contract placement being TePAS), whilst excluding the terminated Contractor the ability to take part due to previous performance.

# Security requirements

## Contractor must provide a Cyber Essentials Certificate prior to the execution of the call contract as per Framework Schedule 9 RM6068.

## The Contractor must successfully meet the required Cyber requirements as per Call-Off Schedule 17, including the successful completion of the Security Assessment Questionnaire (SAQ) and/or Cyber Implementation Plan (CIP), requiring sign off from MOD personnel (RAR-GBYA727N).

# intellectual property rights (ipr)

## Not Applicable.

# payment

## Payment for Contractor Deliverables will be made by electronic transfer and prior to submitting any claims for payment the Contractor will be required to register their details (Supplier on-boarding) on the Contracting, Purchasing and Finance (CP&F) electronic procurement tool. Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables.

## Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.

# additional information

## NOT USED

# Location

## The location for delivery will be required electronically. Additional information regarding the delivery location for any associated services will be disclosed to the Contractor upon Contract Award.

# SOCIAL VALUE

## 22.1 Please refer to Call-Off Schedule 4