

## **Schedule 2 (Specification)**

This Schedule sets out what the Buyer wants.

For all Deliverables, the Supplier must help the Buyer comply with any specific applicable Standards of the Buyer. The Buyer requires the Supplier to provide the following services, within scope of the Agreement.

### Availability of Services

- 1.1 The Buyer's contracted working hours are 07:45 hours to 20:00 hours, Monday to Friday, and 08:45 hours to 17:00 hours on Saturday.
- 1.2 As such, the majority of the Services required under the Agreement will be required during these time periods however, an out-of-hours service is required for exceptions including evenings, weekends and bank holidays to ensure a 24/7/365 service is available.
- 1.3 The Supplier is required to have the resources and solutions to flexibly meet these requirements to support the Buyer during the course of its business.

### The Contracting Authority's Requirements

**[REDACTED]**