

**Framework Schedule 1 - Specification**

Education Technology

**Reference number**

RM6103

**Attachment 10**

**Framework Schedule 1 (Specification)**

This Schedule sets out what we and our buyers want.

The supplier must only provide the Deliverables (e.g goods and services) for the Lots to which they have been appointed.

For all Lots and/or Deliverables, the Supplier must help Buyers comply with any specific applicable Standards of the Buyer.

The Deliverables and any Standards set out in this Schedule may be refined (to the extent permitted and set out in the Order Form) by a Buyer during a Further Competition Procedure to reflect its Deliverables Requirements for entering a particular Call-Off Contract.

1. **Our Social Value Priorities**

1.1 These are our Social Value priorities intrinsic to the Specification for this Framework Contract:

* Environmental Sustainability – see Paragraph 2.9 below
* Energy Efficiency – See Paragraph 2.10 below
* Carbon Footprint Management – See Paragraph 2.11 below
* Waste Management – see Paragraph 2.12 below
* Accessibility – see Paragraph 2.13 below

1.2 Buyers may identify further specific social value priorities at call-off.

**2. GENERAL REQUIREMENTS APPLICABLE TO ALL LOTS**

Supplier responsibilities shall include:

**2.1 GENERAL**

* Taking orders for the Goods and/or Services from Buyers;
* Undertaking physical delivery of the Goods ordered by Buyers;
* Ensure any citizen facing software provided meets, as a minimum, the Web Content Accessibility Guidelines (WCAG) 2.0, AA standard
* Undertaking any billing requirements;
* Undertaking to meet all Buyer requirements as agreed;
* Providing a support function to deal with Buyer enquiries and issues;
* Provide all quotations in a manner that clearly demonstrates to the Buyers the different costs associated with their procurement, software, services, on-going support and maintenance and any other costs and any limitations or assumptions that have been made in arriving at the proposed pricing such as anticipated number of days
* Support and maintenance Charges are to include all updates for changes to the taxation regime applied by HMRC, changes to law by legislators and changes in regulation by regulatory bodies. If a supplier believes that an extraordinary charge is required to cover the cost for any changes this may only to be issued to Buyers with the Approval of CCS.
* Complying with Framework Contract PIs, Call-Off Contract service levels and any reporting requirements;
* Providing a dedicated Supplier Framework Manager to manage the relationship between CCS and the Supplier under this Framework Contract, to resolve any issues arising from this Framework Contract and to implement any improvements/innovations during the Framework Contract Period; and
* Complying with the CCS Management Information requirements.

**2.2 PRICING TRANSPARENCY**

2.2.1 When responding to a Further Competition Procedure the Supplier shall provide information as required by the Buyer to enable the Buyer to both understand the overall cost of the key components of the Supplier’s offer under the Further Competition Procedure and the overall value for money this provides for the period of the Call-Off Contract.

**2.3 CONTINUOUS IMPROVEMENT – BEST PRACTICE/STANDARDS**

2.3.1 The Supplier must where possible apply continuous improvement disciplines and techniques to the Goods and/or Services. Any future changes to the Framework for ICT Technical Support (FITS) and ITIL processes and best practices must where relevant be adopted.

**2.4 CUSTOMER SERVICE**

2.4.1 The Supplier commits to reference and measure their processes and procedures against the requirements of BS8477:2014 with the intention of gaining approval to the standard (if not already approved) within 18 months of the Framework Contract Start Date.

**2.5 OPEN STANDARDS**

2.5.1 Suppliers shall where relevant provide Goods and/or Services which are either based on open standards, or have the ability to support open standards (such as open source software) to aid Buyers in adhering to the Government ICT Strategy.

**2.6 PROJECT MANAGEMENT**

2.6.1 Suppliers must ensure that the Goods and/or Services are delivered on-time, on-budget and to the required specification of the Buyer;

2.6.2 Suppliers must ensure that the Goods and/or Services are delivered via a recognised project management methodology;

2.6.3 Suppliers must identify, manage, mitigate and communicate risk to delivery of the Goods and/or Services to the Buyer;

2.6.4 Where required by the Buyer, the Supplier must maintain an appropriate risks and issues log.

**2.7 SUPPLY CHAIN AND SUB-CONTRACTOR MANAGEMENT**

2.7.1 Suppliers shall be responsible for the management of any suppliers or subcontractors they employ in the delivery of the Buyer’s requirements;

2.7.2 Suppliers will maintain effective processes for establishing, managing, maintaining, reviewing and delivering an effective, efficient supply chain to enable the provision of the Goods and/or Services;

2.7.3 Suppliers will where possible provide flexibility in the supply chain, ensuring that the ongoing requirements of the Buyer can be met (for example if the Buyer wishes to add a local provider to the supply chain);

2.7.4 Suppliers shall where required benchmark the supply chain against wider market rates to ensure value for money over the long term;

2.7.5 Suppliers shall maintain effective processes for establishing and managing sub-contractors/partners to enable the provision of the Goods and/or Services;

2.7.6 Suppliers will manage the process of risk transfer to their sub-contractors in project development and delivery.

**2.8 CONTRACT MANAGEMENT**

2.8.1 Suppliers will effectively manage Call-Off Contracts throughout their respective terms including but not limited to:

* + - Ensuring that the Buyer remains informed of key areas which may include contract status, issues, performance and timescales;
		- Where requested providing the Buyer with a schedule of expected Buyer obligations
		- A process of achieving contract close with the Buyer post selection as preferred supplier
		- A change control process should alterations to the contract be required post-contract close.

**2.9 ENVIRONMENTAL SUSTAINABILITY**

2.9.1 Suppliers shall contribute towards the public sector’s goal of improving the sustainability of ICT purchases and their operation via the Goods and/or Services supplied to Buyers under this Framework contract.

2.9.2 Suppliers shall where required support Buyers in developing their environmental policies, by providing advice on the best use of Goods and/or Services supplied and where appropriate by proposing innovative Goods and/or Services.

2.9.3 Suppliers are required to consider the impacts of their business processes on the environment and take measures to reduce such impact including by supporting where possible the Government’s Environmental Policy and Sustainable Development Plan: <https://www.gov.uk/government/sustainable-development>.

**2.10 ENERGY EFFICIENCY**

2.10.1 Suppliers shall consider the energy efficiency of all Goods and/or Services offered to Buyers and provide appropriate solutions and advice:

DEFRA: <https://uk-air.defra.gov.uk/>

EU Code of Conduct on Data Centres’ Energy Efficiency:

[http://iet.jrc.ec.europa.eu/energyefficiency/ict-codes-conduct/data-centres-energy-efficiency](http://iet.jrc.ec.europa.eu/energyefficiency/ict-codes-conduct/data-centres-energy-efficiency%20)

**2.11 ‘CARBON FOOTPRINT’ MEASUREMENT**

2.11.1 Suppliers shall where required provide information on all relevant products and services to assist Customers in the task of calculating their total carbon footprint.

2.11.2 Suppliers shall where required offer itemised carbon footprint figures for all Goods and/or Services.

External links for guidance:

DEFRA: <http://sd.defra.gov.uk/>

PAS2050: <http://shop.bsigroup.com/en/forms/PASs/PAS-2050>

iSERVcmb: www.iSERVcmb.info

**2.12 WASTE MANAGEMENT**

2.12.1 Suppliers shall ensure that they have adequate waste management solutions for the Goods and/or Services.

2.12.2 Suppliers shall where requested provide Buyers with a waste management strategy for the Goods and/or Services including refresh, refurbishment or reuse of equipment and environmental recovery, recycling or disposal options.

External links for guidance:

WEEE Directive:

<http://www.environment-agency.gov.uk/business/topics/waste/32084.aspx>

and

<http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CELEX:32002L0096:EN:NOT>

RoHS Regulations:

<http://www.rohs.gov.uk/>

**2.13 SUPPLIER ACCESSIBILITY RESPONSIBILITIES**

2.13.1 Where required by Buyers, Suppliers shall provide suitable hardware and software to meet the diverse user needs of the learning population. This may include individuals with a visual, auditory, physical, speech, cognitive, language, learning, behavioural or neurological impairment, as well as the needs of users for whom English is not their first language.

2.13.2 Suppliers shall assist Buyers in fulfilling their legal obligations with regards to accessibility, by offering help and guidance on how the Goods and/or Services can either support or be tailored to the Customer’s needs;

2.13.3 Where required by a Buyer, the Supplier shall provide an accessibility statement for Goods and /or Services provided under a Call-Off Contract.

2.13.4 The Supplier shall where relevant maintain an accessibility policy, and identify (and where requested provide the details to Buyers) a role or department within their organisations with responsibility for the policy.

**3. Lot 1 ICT Solutions**

The buyer can only award a Call Off Contract through completing a Further Competition procedure.

The Supplier shall satisfy the following Lot 1 requirements

**3.1 SOLUTION DESIGN**

3.1.1 During a Further Competition Procedure, Suppliers will where requested produce and provide to the Buyer a design (for each solution) which explains the proposed system/service configuration in such a way that it can be easily understood by the Buyer, including the detail of any interactions between systems/services and any associated dependencies which may exist and:

* Ensuring that all tendered solutions offered are designed to meet the Buyer’s needs (as defined by the Buyer);
* Ensuring presentation of complex design concepts in a way that enables a non-technical audience to understand;
* Ensuring consideration of both functional and educational outcomes of the proposed design;
* Ensuring that, where requested, all solutions designed consider the re-use and repurposing of a Buyer’s existing ICT equipment;
* Ensuring that all solutions designed are resilient, coherent, manageable, sustainable and scalable;
* Ensuring that all relevant, existing Buyer ICT policies are reviewed in conjunction with proposed solutions to ensure compatibility with the local infrastructure and services;

**3.2 INTERNET CONNECTIVITY**

3.2.1 Where requested by the Buyer, Suppliers will:

* Link the broadband to the LAN infrastructure
* Collaborate with the Buyer’s connectivity provider regarding deployment of the connectivity provider’s goods and/or services.

**3.3 LOCAL CONNECTIVITY**

3.3.1 Where requested by the Buyer, Suppliers will provide a range of Goods and/or Services for infrastructure connectivity within educational establishments which may include but are not limited to:

1. ***Enterprise level core and edge active switching that:***
	* + 1. Maximises the bandwidth between servers and the core as well as between the core and all edge devices;
			2. Provides a minimum of gigabit connectivity to the desktop and all devices (for example WAPs, printers, etc.);
			3. Can be configured and managed to support network security and quality of service;
			4. Is scalable to accommodate future developments and flexibility of deployment as well as accommodating legacy equipment as required;
			5. Can accommodate at least one additional module per chassis (where a chassis is provided) or can otherwise be upgraded when additional capacity is required in future;
			6. Has a manufacturer warranty and support arrangement (telephone, email and web, both providing 5 years of cover as a minimum;
			7. Includes a system administrator training package;
			8. Is Energy Efficient Ethernet complaint to 802.3az standard (or latest standard);
			9. Has central management tools that can be used to configure the switching (core and edge), monitor performance and provide alerts in the event of a failure;
			10. Can support the elements of the proposed solution that require PoE, in compliance with the IEEE 802.3af/at (or latest ratified standard), including but not limited to; wireless access points, CCTV, access control systems, automated registration points and VOIP;
			11. Has sufficient active ports to support connectivity for 100% of terminated data points across the site;
2. ***A core switch design that is resilient against the failure of any single component, including but not limited to redundant power supply.***
3. ***Enterprise level wireless solution that:***
	* + 1. Maximises the bandwidth that is available to user devices and provides dual band connectivity to support simultaneous use without degradation in performance;
			2. Provides blanket coverage throughout the school building which ensures that connectivity is not lost whilst users roam around the building;
			3. Uses the fastest ratified and established standard at the time of installation and be backwards compatible with previous standards;
			4. Can be configured and managed to support network security and Quality of Service (QoS);
			5. Has a manufacturer warranty and support arrangement (telephone, e-mail and web), both providing 5 years of cover as a minimum;
			6. Includes a system administrator training package;
			7. Provides guest access and automated authentication for authorised users;
			8. Provides suitable means of connecting internal APs to external antenna attached to the main building and install such antenna, should the school decide to purchase antenna and associated cables;
			9. Can actively manage and load balance user connectivity;
			10. Is scalable at the central controller and is able to accommodate future higher bandwidth requirements and\or the implementation of a resilient dual controller system;
			11. Minimises the impact of interference from adjacent networks
4. ***An Uninterruptible Power Supply and relevant software that:***
	* + 1. Enables a controlled shutdown with notification for all servers, rated for a minimum 30 minutes and capable of providing transient over voltage protection
			2. For core network switches and wireless controllers, is rated for a minimum 30 minutes and capable of providing transient over voltage protection.

**3.4 NETWORK SERVICES**

3.4.1 Where requested by the Buyer, Suppliers will provide a range of goods, services and associated software for network services which may include but are not limited to:

* Server Platform
* Suitable configuration to allow users to bring/use their own device to access data, resources, software, etc. (as required)
* Operating systems
* Directory Services
* Systems management tools
* Internet Filtering and Tracking of Internet Use
* Firewall
* Anti-virus
* E-Safety solution
* Storage
* Backup
* Communication and collaboration functions

**3.5 SOFTWARE**

3.5.1 Where requested by the Buyer, Suppliers will provide a range of software (either hosted locally or available via the internet) for teaching, learning, management and administration functions which may include but are not limited to*:*

* Productivity applications
* Curriculum software
* Installation and integration services for Curriculum software or automated systems purchased from third parties
* Specialist software

**3.6 USER DEVICES**

3.6.1 Where requested by the Buyer, Suppliers will provide a range of user devices for teaching, learning, management and administration functions which may include but are not limited to:

* Desktop Devices Desktop Devices (including standard Microsoft office licence or equivalent and anti-virus) MS Office Home not to be used
* Portable Devices Desktop Devices (including standard Microsoft office licence or equivalent and anti-virus) MS Office Home not to be used
* Tablet devices
* High Specification Devices
* Storage/Charging for Devices
* Printers (including MFDs and 3D printers)
* Infrastructure hardware (including not limited to Servers, Routers, Switches)

**3.7 PERIPHERALS, AUDIO VISUAL AND SEND TECHNOLOGY**

3.7.1 Where requested by the Buyer, Suppliers will provide a range of peripherals for teaching, learning, management and administration functions which may include but are not limited to:

* Storage/Charging for Devices
* Printers (including 3D and MFDs)
* Print management solutions
* User identified print release solutions
* Learning space AV for teaching and learning
* Other space AV for information and communication
* Provision of SEND (Special Educational Needs and Disability) Technologies
* Media streaming Services
* Peripherals kits to support specialist curriculum areas.

**3.8 PERFORMANCE & SCALABILITY**

3.8.1 Suppliers shall ensure that all Goods and/or Services have a defined level of performance which has been agreed with the Buyer, and this shall be based on the number of concurrent users of that service;

3.8.2 Suppliers shall ensure that all Goods and/or Services that are provided under a Call-Off Contract are scalable so that they meet the future needs of the Buyer without adversely affecting the performance and cost of that product or service.

 3.8.3 Suppliers shall ensure that their solutions are not overprovisioned so as to avoid placing undue cost onto the Buyer, whilst maintaining a balance with future scalability***.***

**3.9 MANAGED SERVICE PROVISION**

3.9.1 Where requested by the Buyer, Suppliers will provide a range of solutions to facilitate a full or hybrid managed service support provision.

**3.10 PROGRAMME MANAGEMENT**

3.10.1 Where required by Buyers, Suppliers must provide the following programme management services:

* + - Comprehensive project plans for the implementation of the Buyer’s ICT solution, including the long term phasing of any project.
		- Processes to be applied to integrating and liaising with a “Design & Build” contractor and appropriate third parties to design and specify the passive network infrastructure ensuring power and data requirements and locations are appropriate.
		- Processes to be applied to integrating and liaising with a “Design & Build” contractor and appropriate third parties to design, specify, install and test the ICT solution.
		- A strategy to manage the testing process that accounts for the need for post installation configuration and handover from the deployment manager to longer term support team, for example the school’s technician or support by a 3rd party.
		- Release management processes for the scheduling and deployment of any changes to hardware, software or supporting services including but not limited to how any fault discovered during deployment is rectified.
		- Conflict resolution processes when dealing with parties with whom the Supplier has no contractual relationship (e.g. construction partners, architects, M&E providers, etc.).
		- A coherent strategy to provide continuity during periods of planned service unavailability:
		- Any planned service unavailability should ensure:
* Service unavailability (‘down time’) is planned (either for upgrade or enhancement) and communicated to the Buyer
	+ - * The impact on users is minimized
			* Users will be informed and offered support or training where necessary.

**3.11 BUSINESS CONTINUITY PLANNING**

3.11.1 The Supplier shall have in place a comprehensive business continuity plan for the Goods and/or Services.

**3.12 RELEASE MANAGEMENT**

3.12.1 Suppliers shall ensure that ITIL-aligned release management is used for the rollout of changes to hardware and software (including version upgrades or configuration); and

3.12.2 Suppliers shall ensure that any changes to hardware or software (including version upgrades or configuration) can be rolled back to the previous working configuration.

3.12.3 Suppliers shall ensure that any new releases are discussed with the Buyer, and the implementation plan for such new releases is agreed with them, prior to rollout.

**3.13 CONTINUOUS IMPROVEMENT**

3.13.1 Suppliers shall review and assess their policies, procedures, Goods and/or Services, to ensure that their operational efficiency and deliverables can be maintained or improved.

3.13.2 Suppliers shall where required to do so by a Buyer, describe their processes for continuous improvement in relation to the Buyer including how they continuously identify, capture and act upon lessons learnt during contract delivery. This should include but not be limited to:

* + - How potential improvements to the range of solutions and services provided to the Buyer will be identified;
		- How potential improvements will be presented and communicated to the Buyer; and
		- How the implementation and impact of such changes will be agreed with the Buyer, clearly identifying associated changes to future costs.

**3.14 TRAINING PROVISION**

3.14.1 Where required by Buyers, the Supplier shall provide training that is customisable based on the requirements of the Buyer such that it delivers training to a range of users to ensure competency and familiarity with all supplied Goods and/or Services in order to use them effectively;

3.14.2 Supplier staff (and their subcontractors) shall be adequately qualified for the service/training they deliver;

 3.14.3 Training shall be relevant and appropriate to the needs of the end users to whom it is provided and shall recognise the educational context within which it will be delivered;

3.14.4 Training shall be offered to users so that they are fully aware of the processes and procedures which must be followed when invoking the support or help-desk facility provided by the Supplier;

3.14.5 Bespoke training courses shall be offered to cover customised service delivery; and

3.14.6 Training shall be offered as part of a “Continual Professional Development” programme.

3.14.7 Suppliers must be able to deliver training as required by the Buyer which includes but is not limited to:

* + - End user training for staff (teaching, teaching support, administration, management) in the use of computers, software and peripheral devices;
		- Technical team training for ICT technical support staff in educational establishments; and
		- Hand-over to the educational establishment’s local ICT technical support team ensuring that they fully understand roles and responsibilities and are capable of carrying out the required support tasks.

**3.15 PROVISION OF SUPPORT MECHANISMS**

 3.15.1 The Supplier shall follow ITIL and FITS best practice for all aspects of support provided by the Supplier in respect of the Goods and/or Services;

3.15.2 Where required by a Buyer, the Supplier must be able to deliver support services which include but are not limited to:

***•*** supporting the Buyer’s senior management team in the understanding of FITS or ITIL processes; and

• supporting the Buyer’s technical team in the implementation of FITS or ITIL processes.

**4. Lot 2 Broadband Fibre Infrastructure**

The buyer can only award a Call Off Contract through completing a Further Competition procedure.

4.1Where requested by the Buyer, Suppliers will the Buyer with Broadband Fibre infrastructure build, which may include but is not limited to:

●      Design, installation on-going use of the Broadband Fibre Infrastructure

●      ‘Last Mile’ installation

●      Includes all civil works necessary

●      Includes service costs and line charges once installed.

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**5. Lot 3 Broadband Services**

The buyer can only award a Call Off Contract through completing a Further Competition procedure.

5.1 Where requested by the Buyer, Suppliers will provide a range of goods, services and to deliver full fibre broadband to Buyer. Services which may include but are not limited to:

* Site-to-site or site-to-cloud connectivity
* LAN equipment, SAN equipment and wired or wireless connectivity
* Network security
* Support
* IP connectivity
* Broadband routing
* Internet Filtering and Tracking of Internet Use
* Firewall
* Anti-virus
* E-Safety solution
* Storage

**6. Lot 4 Hardware**

The buyer can award a call off contract via either completion of a further completion procedure or by applying the direct award criteria to the supplier’s catalogue.

6.1Where requested by the Buyer, Suppliers will provide a range of user devices and infrastructure hardware and peripherals to support teaching, learning, management and administration functions. These may include but are not limited to:

* Desktop Devices Desktop Devices (including standard Microsoft office licence or equivalent and anti-virus) MS Office Home not to be used
* Portable Devices Desktop Devices (including standard Microsoft office licence or equivalent and anti-virus) MS Office Home not to be used
* Tablet devices
* High Specification Devices
* Storage/Charging for Devices
* Printers (including 3D printers)
* Infrastructure hardware (including not limited to Servers, Routers, Switches)
* Close-to-the-box services (eg hardware configuration, delivery to desk/server room, installation)

**7. Lot 5 Audio Visual**

The buyer can award a call off contract via either completion of a further completion procedure or by applying the direct award criteria to the supplier’s catalogue.

7.1Where requested by the Buyer, Suppliers will provide a range of Audio-Visual Solutions for teaching, learning, management and administration functions which may include but are not limited to:

* Supply and Installation of Interactive Whiteboards (including site survey, design and training)
* Supply and installation of Digital Signage
* Media streaming Services - (Television screens, Video Cameras)
* Audio Equipment - (PA Solutions)
* Peripherals kits to support specialist curriculum areas
* Close-to-the-box services (e.g. configuration, delivery, installation)

**8**. **Catalogue**

8.1ForLots 4 and 5 Suppliers shall satisfy the Catalogue requirementsset out in Annex 1 to this Framework Schedule 1.

**ANNEX 1 – CATALOGUE (Lots 4 and 5)**

* 1. **Catalogue**
		1. The Catalogue and its constituent Catalogue Items are to be used for the purpose of ordering by the Buyers using the Direct Award Procedure.
		2. The Catalogue will comprise all of the Supplier’s live Catalogue Items.
		3. A Catalogue Item shall comprise only of Deliverables specific to the Lot(s) to which the Supplier has been appointed as identified in the Framework Award Form.
		4. Catalogue Items will be deemed to have been made available by the Supplier to Buyers on the first day the Catalogue Item appears on the Catalogue.
		5. All Catalogue Items must be continuously available on the Catalogue for at least thirty calendar days from first publication on the Catalogue Publication Portal.
	2. **Publishing the Catalogue**
		+ 1. The Catalogue will be made available to Buyers using the Catalogue Publication Portal.
			2. By participating in this Framework, the Supplier gives CCS the right to publish without amendment all Catalogue Items on any public facing portal or any media, including any electronic medium, CCS deems appropriate.
			3. The Supplier shall maintain its Catalogue on the Catalogue Publication Portal;
	3. **Catalogue Items**
		+ 1. Please note, the information required from suppliers to populate catalogue content is subject to change. Each Catalogue Item must be described using the template which
				1. identifies a unique reference number for each Catalogue Item;
				2. identifies the relevant Framework Contract Lot;
				3. must include a suitable description of the Catalogue Item
				4. must include a Catalogue Price
				5. as a minimum, suppliers must provide the information to populate the data fields in the Minimum Catalogue Supplier Content Template

**Adding a Catalogue Item to the Catalogue**

* 1. The supplier shall add Catalogue Items to the Catalogue in accordance with paragraph 3.
	2. **Withdrawing a Catalogue Item Offer from the Catalogue**
	3. Subject to paragraph 1.1.5, the Supplier may at any time withdraw a Catalogue Item and remove it from the Catalogue Publication Portal.
	4. **Invalid Catalogue Item**
	5. Any Catalogue Item that, in the CCS’ sole discretion, does not comply with any one or more of the requirements set out in the Framework Contract shall be deemed invalid (“Invalid Catalogue Item”).
	6. An Invalid Catalogue Item shall not be an eligible Catalogue Item for inclusion on the Catalogue.
	7. If CCS identifies an Invalid Catalogue Item, the Supplier shall, as directed by CCS:
		+ 1. immediately remove the Catalogue Item from the Catalogue, or amend or otherwise change the Catalogue Item to reflect a valid Catalogue Item;
			2. inform CCS of any Buyers that have accepted the offer using Direct Award;
			3. provide CCS with details of every Catalogue Item (including Catalogue Items withdrawn from the Catalogue in accordance with paragraph 5) of every catalogue in which the Supplier participates; and/or
			4. take any other remedial activity that CCS deems appropriate to rectify the invalid Catalogue Item or its acceptance through Direct Award by a Buyer.
1. If the Supplier fails to comply with any direction issued by CCS pursuant to paragraph 6.3, this shall constitute a material Default.