

**Bid Pack**

**Attachment 3 – Statement of Requirements**

Contract Reference: CCNE21A02

Strategic Internet Services for Cross Government Hubs

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# PURPOSE

## The Government Property Agency (GPA) is conducting this procurement exercise to support GPA’s mission to manage government buildings. The purpose of this requirement is to appoint up to 2 Suppliers to complete site survey, installation and support of a Wide Area Network (WAN) across various national Hubs (up to 40 buildings) in the GPA estate over a 5-year period. This requirement also extends to professional and support services.

## The Government Property Agency may be referred to as GPA or the Authority throughout this document.

# BACKGROUND TO The Authority

## The Government Property Agency (GPA) delivers property and workplace solutions across government by managing central government property as a strategic asset. GPA is an executive agency, sponsored by the [Cabinet Office](https://www.gov.uk/government/organisations/cabinet-office)

# Commercial Operating Model

## GPA is seeking to contract with a maximum of 2 Suppliers for services across our national projects in the U.K. Except as set out in paragraph 3.7 below, the intention is for there to be a rotating Supplier operating model (Taxi Rank) will be used to allocate projects between those two Suppliers. There will be 1 Supplier starting in position 1, a second Supplier starting in position 2 based on the outcome of the tender evaluation. The Supplier who scores highest in the evaluation will start at position 1, the Supplier who has the second highest score will start at position 2. Supplier 1 will be offered the first project; subsequent work will be offered to the other Supplier as per the table below. If a Supplier declines an invitation by GPA to deliver a service then the work will be offered to the next Supplier in the order through the Taxi Rank. In the event that none of the Suppliers accepts to deliver a service, GPA reserves the right to tender the work and go out to the market for that specific project.

|  |  |
| --- | --- |
| Rank of Suppliers after tender evaluation | |
| Supplier | Position after the tender evaluation |
| A | 1 |
| B | 2 |

|  |  |
| --- | --- |
| How projects will be awarded based on Taxi rank approach to the 2 bidders after completion of tender evaluation and signed contracts | |
| Projects | Supplier |
| Project 1 | Supplier A |
| Project 2 | Supplier B |
| Project 3 | Supplier A |
| Project 4 | Supplier B |

## 

## There is no guarantee that each Supplier will get an equal share of the allocated spend as this will depend on the allocation through the taxi rank approach, as each project could differ in value and scope. There are exemptions to this approach, as laid out in 3.7.

## Once GPA has identified the first suitable project, the Supplier starting in position 1 will be issued a scope document and asked to confirm a fixed price. Any additional scope shall be priced using the day rates agreed.

## Following receipt of the Suppliers offer, GPA will then carry out a due diligence exercise to ensure that the offer is on the same principle of the offer submitted at the tender stage. Once GPA has satisfied itself in the entirety of the offer, GPA will provide the instruction to proceed and the Supplier will then be able to commence delivery of the project.

## The GPA reserves the right to procure these services through an alternative procurement method. GPA as such warrants no exclusivity to Suppliers via this arrangement.

## In the event a Supplier does not accept an invitation to deliver a project this will, in no way, prejudice future invitations to deliver a project.

## The GPA reserves the right to exercise exemptions to the ‘Taxi Rank’ approach to allocating work between the suppliers, including but not limited to:

#### Where the Supplier has already delivered on a project in a given location and, according to the ‘Taxi Rank’ system it is the Supplier’s turn, the Authority may choose the other Supplier to emphasise diversification of internet circuits in said given location.

#### Where services are required within a timescale that Supplier A does not have the capacity to meet and, according to the ‘Taxi Rank’ system it is Supplier A’s turn, the Authority may choose Supplier B.

# Background to requirement/OVERVIEW of requirement

## The Government Property Agency (GPA), as part of its Government Estates Strategy 2018 remit to drive savings across the government estate, is looking to establish a number of multi-departmental offices in strategic regional locations (known as “Government Workspaces” or colloquially as “Hubs”). Relocating civil and public servants from existing, often fragmented locations, to modern, cross-departmental shared workplaces will make the most of emerging working practices, of which technology is a fundamental component.

## This tender is to provide internet connectivity to allow the clients / users of the different Hub buildings to connect to the internet. The occupiers require service availability of 99.99%.

## This procurement will be run in accordance with the Public Services (Social Value) Act 2012 and PPN 06/20. As part of the tender process, bidders will be required to submit a social value proposal, which will account for 10% of their final bid evaluation score. This social value proposal will outline how bidders intend to incorporate social value into their delivery of the required works.

# definitions

|  |  |
| --- | --- |
| Expression or Acronym | Definition |
| GPA | Government Property Agency (The Authority) |
| CO | Cabinet Office |
| Bidder | The prospective Supplier(s) for this Statement of Requirement. |
| Occupiers | GPA clients - Government departments who will occupy the buildings |
| OLA | Operational Level Agreement |
| SLA | Service Level Agreement |
| WAN | Wide Area Network |
| CDR | Committed Data Rate |
| MER | Main Equipment Room |
| SER | Satellite Equipment Room |
| BPSS | Baseline Personnel Security Standard |
| CTC | Counter Terrorist Check |
| SLA | Service Level Agreement |
| SC | Security Cleared |
| KPI | Key Performance Indicator |
| NTP | Network Time Protocol |
| ITSM | Information Technology Service Management |
| RFQ | Request for Quote |
| HSRP | Hot Swap Router Protocol |
| VRRP | Virtual Router Redundancy Protocol |

# scope of requirement

## **In Scope**:

### Site Surveys;

### Dual Resilient 10 Gigabit internet service to each specified site;

### The Supplier(s) will be responsible for producing routing diagrams which show complete diversity through the WAN network from the building to the Exchanges back into their national backbone grid. The ISP interconnects must also be resilient;

* + 1. The Supplier will be responsible for producing and maintaining security architecture diagrams that demonstrate how the Authority’s technical security requirements are being met and in particular the implementation of any security enforcing functions.

### UK wide network coverage.

### Monitoring and support of the service, working with a GPA Service Management Partner in order to meet SLAs and KPIs.

### Provision of a monthly service review pack and monthly service review meetings which must include capacity measurement showing a rolling 13-month usage profile. Availability monitoring which must show a rolling 13-month period and include adherence to relevant SLAs. An incident reporting summary, security reporting and any other exceptions or items as agreed as part of the overall service reporting function.

### Response to new site requirements and surveys within an agreed SLA;

### Adherence to GPA Security Standards.

## **Out of Scope**

### Local Area Network

### Rack space in MER / SER rooms

# The requirement

## Dual, diverse, 10 Gigabit fibre to be delivered to the building.

## A committed data rate (CDR) of at least 4 Gigabit.

## Ability to burst above this if demand requires and ability to reconfigure to a higher data rate through configuration setting modifications.

## Turnaround time for the reconfiguration to increase the CDR to be less than one week in the event of an emergency - typical SLA of one month.

## Configuration to be Active / Passive.

## Additional price for Active/Active that will not form part of the evaluation.

## WAN physically diverse routed through the streets from different exchanges.

## Diverse entry points into the building - ideally on opposite sides of the building but no less than 5 meters apart.

## Diversely routed through the building to two diverse MERs (Main Equipment Rooms).

## All equipment from the Supplier(s) to be rack mountable in a standard 19-inch data centre rack.

## Power lead to be a standard UK 3 pin plug.

## Interface to the GPA network to be a Multi-Mode Fibre connection.

## /28 routable IPV4 address for use at the site.

## Option for /27 in some instances.

## Roadmap to support IPv6.

## Ability to maintain the connection and go live in the event of the 2nd MER not being available.

## IP handoff to be HSRP / VRRP between the two routers and the GPA network.

## 1st usable address in the range to be the Virtual address, 2nd, 3rd to be the physical ISP onsite routers address and all other addresses to be consumed by the GPA.

## Post deployment load testing and failover testing to prove the CDR. Handed over to the GPA in the form of a test report which will be independently verified and given to the relevant ITSM provider(s).

## Ensure that IP connectivity works and that we can get out onto the internet.

## Compliance with standards HSRP or VRRP failover times when the lines switch from standby / live.

## Provide an NTP (Network Time Protocol) service if possible.

## The Supplier(s) is required to review opportunities to continuously improve their service.

## Supplier(s) responsibility to show the Authority all pricing options on a connection by connection basis ensuring best value for money is achieved.

## Data usage and availability reporting (see transparency requirements & SLAs).

## Interaction with the GPA ITSM Supplier(s).

## Initial survey based on geographical location of the site and supporting exchanges.

## Physical Site Survey per site and associated report, where appropriate.

## All Wayleave and planning issues must be communicated to the Authority as soon as possible.

## Any resolution to the above will be owned and managed by the Supplier(s), supported by the Authority where appropriate.

## Reporting on the above must be provided on a regular and ad hoc basis as required.

## Implementation reporting for the GPA Delivery Team.

## Maintain the service in the event of an incident in line with the National Resilience Planning assumptions.

## Visibility of and access to all relevant business continuity and disaster recovery plans and how they align to the National Telecoms Resilience Organisations.

## Security Cleared (SC) Project Team.

## Cyber Essentials Plus or equivalent.

## The Authority requires pricing visibility from the Supplier(s).

## The Authority recognises that for some locations, the Supplier(s) may need to use network architectures other than their own. As a result, please supply pricing for this scenario as located in table at 14.3.

## The Supplier(s) is required to work with a specified GPA Service Management partner.

# key milestones and Deliverables

## The following Contract milestones/deliverables shall apply:

|  |  |  |
| --- | --- | --- |
| Milestone / Deliverable | Description | Timeframe or Delivery Date |
| 1 | Response to RFQ | Within 7 working days of RFQ submission to Supplier(s). |
| 2 | Complete Desktop Site Surveys | As part of RFQ Response within 7 working days. |
| 3 | Complete Physical Site Surveys | Within 10 working days of purchase order. |
| 4 | Submit Survey report | Within 5 working days of the Physical survey. |
| 5 | Define Wayleave requirements | Within 3 working days of Survey report submission |
| 6 | Submit Wayleave request | Within 3 working days of Wayleave requirements finalised. |
| 7 | Order Circuits | Within 2 working days of the Survey report. |
| 8 | Installation of circuit - Primary | Within the SLA agreed in the RFQ. |
| 9 | Installation of circuit - Secondary | Within 10 working days of successful Primary circuit completion |
| 10 | Post deployment load testing and failover testing | Within 10 working days of Primary and Secondary circuit completion |

# 

# MANAGEMENT INFORMATION/reporting

## Once work is commissioned, throughout implementation, the Supplier(s) shall provide the following on an agreed basis;

### Project status vs project plan - Weekly basis

### Project spend vs project budget - Monthly basis

### Advance warning of changes to key personnel - At least a month in advance

### Updates on known risks that affect the project - Via RAID log, updated fortnightly.

## The Supplier(s) shall provide a documented monthly report to the GPA outlining the status of all work underway, in initiation, delivery and completion; highlighting and providing mitigating actions for any key risks.

## Once work is transitioned to live service support monthly contract management meetings will be held to cover:

### How many buildings are live

### Burn rate on purchase orders

### Cumulative spend

### How many are initiation

* + 1. Monthly Service Reviews and Annual Contract Performance Reviews
    2. Monthly reporting against security KPI’s and the supplier’s security management plan

# volumes

## It is expected that GPA will require WAN connections across various national Hubs (up to 40 buildings) in the GPA estate over a 5-year period.

# continuous improvement

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

## The Supplier shall present new ways of working to the Authority during monthly Contract review meetings.

## 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.

## A change threshold will be agreed by the parties that set the boundaries of allowable changes and improve efficiency of the project.

# Sustainability

## The Supplier(s) must align to the greening government [policy](https://www.gov.uk/government/publications/greening-government-sustainable-technology-strategy-2020/the-greening-government-sustainable-technology-strategy-2020-sustainable-technology-for-sustainable-government#ways): sustainable technology strategy 2020 - sustainable technology for sustainable government.

# quality

## Only enterprise class equipment will be considered for this bid as defined within Section 4.

## The chosen equipment manufacturers design standards must be referenced within the proposed solution.

## The provider shall align to ISO9000 standards or equivalent.

## The provider shall align to ISO14001 standards or equivalent.

* 1. The supplier shall be ISO 27001, or equivalent, certified and the service shall be operated within the scope of the suppliers ISO 27001, or equivalent, certification

# PRICE

## Price shall be evaluated as follows: Each scenario shall have a weighting of 30%, to an aggregate total of three scenarios totalling 90% of price.

### Each scenario shall be ranked by price, and awarded a proportion of 30% compared to the lowest priced scenario.

### The rate card shall have a weighting of 10%

### All prices shall be exclusive of VAT.

## The Bidder is to provide their best price for each building outlined in the 3 scenarios below at 14.3 in the format of the table provided at 14.5.

|  |  |  |  |
| --- | --- | --- | --- |
|  | Scenario 1  (30%) | Scenario 2  (30%) | Scenario 3  (30%) |
| Build type | New Build | Refit (Modern) | Refit (Heritage) |
| Location | Midland | North | South |
| Example postcode | PE2 8NW | G74 4BF | SW1A 2NP |
| No drill policy / no visible cables | N/A | N/A | Yes |
| MER1 Location | 1st | 1st | Basement |
| MER2 Location | 5th | 3rd | 2nd |
| Assumption 1 - Last Mile Ownership | Supplier(s) choice | BT Openreach | Supplier(s) choice |
| Assumption 2 - Excess Construction Charges: | Under road installation of ducting from 52.56617933421878, -0.2407937436220261 to 52.56622208231236, -0.24125524984355456 | None | Under pavement extension of cabling from 51.50323804640369, -0.12589737826402253 to 51.50421121429576, -0.12602508830736384 |

## If you need to make any further assumptions about the buildings listed in the above scenarios please submit them all by the closing date of the clarification date. No further enquiries regarding assumptions shall be answered after the clarification period closes.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Scenario | Installation Costs | | | On-going costs (Price per annum) | Total: |
| Misc. | Equipment | Installation Services |
| Scenario 1 |  |  |  |  |  |
| Scenario 2 |  |  |  |  |  |
| Scenario 3 |  |  |  |  |  |

## The price supplied shall be for an Active / Passive configuration as standard.

## Please include an additional price table, which will not be evaluated, for an Active / Active configuration.

## 10% of the price evaluation will be on the basis of an average of the price for day rates of staff across SFIA levels 1-7 as outlined at 14.10.

## The rate given shall be a daily rate based on an 8-hour working day inclusive of expenses and exclusive of VAT.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Strategy & Architecture | Business Change | Solution development & implementation | Service management | Procurement & management support | Client interface |
| Follow - Level 1 |  |  |  |  |  |  |
| Assist - Level 2 |  |  |  |  |  |  |
| Apply - Level 3 |  |  |  |  |  |  |
| Enable - Level 4 |  |  |  |  |  |  |
| Ensure/Advise - Level 5 |  |  |  |  |  |  |
| Initiate/Influence - Level 6 |  |  |  |  |  |  |
| Set Strategy/Inspire - Level 7 |  |  |  |  |  |  |

## Each level (Level 1-7) shall be evaluated by taking an average cost across all business areas. Each level shall then be weighted as the following:

|  |  |
| --- | --- |
|  | Weighting across business areas |
| Follow - Level 1 | 1% |
| Assist - Level 2 | 1% |
| Apply - Level 3 | 2% |
| Enable - Level 4 | 2% |
| Ensure/Advise - Level 5 | 2% |
| Initiate/Influence - Level 6 | 1% |
| Set Strategy/Inspire - Level 7 | 1% |

## 

## Prices are to be submitted via the e-Sourcing Suite Attachment 4 – Price Schedule excluding VAT and including all other expenses relating to Contract delivery.

# STAFF AND CUSTOMER SERVICE

## The Supplier(s) shall provide a sufficient level of SC resource as described in section 17.

## The Supplier(s)’s staff assigned to each Schedule of Work shall have the relevant qualifications and experience to deliver the Contract to the required standard.

## The Supplier(s) 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.

## The installation of on-site equipment may take place whilst the building is deemed to be a construction site. All Supplier(s) personnel required to work on site must be Health & Safety qualified to work on construction sites.

## The Supplier(s) will provide resource profile information including qualifications for the personnel that will make up the Supplier(s) team for each Schedule of Work.

# service levels and performance

## The Authority will measure the quality of the Supplier(s)’s delivery on a monthly basis via a service review pack to be presented at the monthly service review to include:

### Financials

### Service uptime

### Service capacity (used vs maximum)

### KPI and SLA performance

### Detail on any P1 events

### Detail on any security incidents

### CSIP (Continual Service Improvement Plan

|  |  |  |  |
| --- | --- | --- | --- |
| SLA | Service Area | SLA description | Target |
| 1 | Delivery Performance | Confirm orders for goods/services within the contracted time as per agreed RFQ | For the total number of orders placed in the reporting period demonstrate that 95% of orders are confirmed within the contracted timescale and demonstrate:  - Number, as per agreed RFQ, & proportion of orders acknowledged in time.  - Number & proportion of orders acknowledged out of time. |
| 2 | Quality | Goods Rejected as Faulty | Of the total number of goods / services delivered in the reporting period, the Supplier(s) shall be able to demonstrate that the goods / services that are rejected as faulty within 5 days of delivery, account for less than 1% of total goods / services delivered in the period and provide the following data:  - The total number of goods / services delivered in the reporting period, and the proportion that are rejected by reason for fault within 5 days of delivery. |
| 3 | Quality | Repair the goods/services within the contracted time as per agreed RFQ | Where the Supplier(s) undertakes to repair goods in agreement with the customer, the Supplier(s) will ensure that no less than 100% are resolved / returned to the customer within the contracted SLA. |
| 4 | Quality | Replace goods/services within contracted time | Where the Supplier(s) undertakes to provide replacement goods in agreement with the customer, the Supplier(s) will demonstrate that of the total quantity of replacements that occur within the reporting period, no less than 100% occur within the contracted SLA.  The Supplier(s) shall provide the following Supporting information:  The total number of requests for replacements that occur in the reporting period.  The quantity and proportion of requests for which replacements have been provided within contracted SLA.  The quantity and proportion of requests for which replacements have been provided within contracted SLA.  The quantity and proportion of requests for which have yet to be actioned. |
| 5 | Cost | Accuracy of Invoices | Of the total number of invoices submitted in the reporting period, the Supplier(s) shall demonstrate that no less than 99% are accurate and contain no errors.  The Supplier(s) shall be capable of providing  - The quantity of invoices submitted in the reporting period.  - The number and % of invoice against which a defect has been identified. |
| 6 | Performance Management | Attending meetings | Confirm and attend meetings at the Authority’s request within expected lead times for regular updates on service and reporting etc. |
| 7 | Account Management | Response to complaints and issues with appropriate and robust resolutions within 5 working days. | Within 5 working days of complaint. |
| 8 | Account Management | Projects run to pre-agreed timelines | End-to-end timetables are agreed and adhered to; changes (e.g. due to emerging issues) only possible with prior agreement |
| 9 | Service Performance | Meet the agreed SLA’s for service performance. | Meet or exceed 99.99% availability for each network circuit per month, agreed periods of maintenance excepted.  Provide a capacity management function so that infrequent usage above the contracted capacity are accommodated and do not cause disruption to service. Where periods of use above the contracted capacity become more frequent the provider must review the capacity requirement and agree required changes to the contract with the authority. |

## The following shall apply as a remedy for poor Supplier(s) performance:

### If the Outage Time is between 5 minutes and 60 minutes (1 hour), The Authority will receive a 1-hour service credit for each of the affected circuits.

#### For each additional period laying up to an additional hour, an additional 1-hour of service credit shall be applied.

### Three (3) or more outages on a given circuit of any duration of five minutes or greater in any 30-day period shall result in a service escalation and a Customer review meeting. The Authority shall reserve the right to terminate the contract for poor performance.

### The Supplier(s) shall provide a dedicated point of contact for all technical support issues. The Authority and their Service Management partner shall be notified within 15 minutes when there is an outage or interruption. All maintenance must be approved by the Authority, and their Service Management partner prior to being performed by the Supplier(s).

### The Supplier(s) must have locally available technicians to provide prompt troubleshooting and begin on-site repairs within 2 hours. The Supplier(s) shall provide usage and speed test reports regularly by email and when requested.

### The service credits issued in any month under this SLA shall not exceed the Authority’s total monthly recurring charge for the affected circuit.

### The combined cumulative total of Service Credits issued during a contract year under this SLA shall not exceed 100% of the Authority’s annual contract for network services.

### The Supplier(s) is responsible for computing and applying service credits that may arise under this section, on the next billing cycle issued to the Authority. The Service Credits shall be identified by circuit location or Internet Access Service circuit, as applicable.

### Service credits are the sums deducted from the amounts to be paid under the contract to the supplier.

## Where three (3) or more outages on a given circuit of any duration of five minutes or greater in any 30-day period shall result in a service escalation and a Customer review meeting. The Authority shall reserve the right to terminate the contract for poor performance.

### It shall be entirely in The Authority’s discretion to terminate the contract for poor performance and, or, terminate the RfQ order.

### Unless otherwise specifically stated by the Authority, the Supplier(s) shall comply with the exit management provisions set out in Call Off Schedule 10 (Exit Management).

## Clauses 15.2 and 15.3 shall not apply where the Supplier(s) has given, at least, ten (10) days notice of a planned outage.

### Planned outage means an outage, scheduled at least ten (10) days in advance of one or more of the Authority’s components as a result of the inspection, maintenance, or repair of equipment.

## If Force Majeure events arise, the Supplier(s) may need to perform emergency maintenance. The determination that an event is an emergency will be made at the Authority’s sole discretion.

# Security and CONFIDENTIALITY requirements

* 1. Each project must be risk assessed and undergo and an ITHC by a qualified and mutually agreed party at the outset of the project;
     1. Risks rated MEDIUM and above should be mitigated by the supplier unless an alternative risk approach is agreed by the Authority.

## The Authority retains the right to view the results of the ITHC check and the resulting remediation action plan.

## The Authority expects the Supplier to undertake further ITHC on mutually agreed parts of the service on an annual basis.

## The Supplier will ensure they maintain the security of information transferred within their organisation and with any external entity.

## All Supplier (Or subcontractor) staff working on a GPA service shall be based within the UK.

## All Supplier (Or subcontractor) staff working on a GPA service, or handling OFFICIAL assets, shall be BPSS cleared as a minimum.

## Any Supplier (Or subcontractor) staff needing to visit the site shall be CTC cleared as a minimum.

## Any Supplier (Or subcontractor) staff having access to SECRET or above assets shall be SC cleared as a minimum.

## Any supplier (Or subcontractor) staff needing to perform any action requiring privileged access e.g. system maintenance, network configuration, equipment install must be SC cleared as a minimum.

## The contents of this Statement of Requirement must be treated as official and must not be distributed beyond the Authority and potential providers.

* 1. The supplier is required to operate the service in accordance with a security management plan which will need to be agreed between the Supplier and the Authority.
  2. Compliance with the appropriate elements of the minimum standard for cyber security for HMG.

# payment AND INVOICING

## Payment can only be made against a valid Purchase Order.

## 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.

## Amounts due under such invoice shall be payable within thirty (30) days after receipt of such invoice.

## Invoices will be sent to:

### REDACTED

## All invoices must include Within 7 Working Days of receipt of your countersigned copy of this letter, we will send you a unique PO Number. You must be in receipt of a valid PO Number before submitting an invoice. To avoid delay in payment it is important that the invoice is compliant and that it includes a valid PO Number, PO Number item number (if applicable) and the details (name and telephone number) of your Buyer contact (i.e. Contract Manager).

* 1. Each invoice to outline works carried out, detailing associated work packages and to include a spend to date. Non-compliant invoices will be sent back to you, which may lead to a delay in payment. 10 If you have a query regarding an outstanding payment please contact our Accounts Payable section by email between 09:00- 17:00 Monday to Friday. REDACTED. Please also add project & contract reference
  2. Invoices should be submitted to: REDACTED

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

# CONTRACT MANAGEMENT

## Attendance at Contract Review meetings shall be at the Supplier’s own expense.

## The Client’s Contact and the Contractor’s Contact shall liaise on a monthly basis to address any issues arising which may impact on the performance of this Agreement and to agree milestones, compliance schedules and operational protocols as required by the Client from time to time. If requested in writing by the Client the Contractor shall meet formally with the Client to report on progress and shall comply with all written directions of the Client.

# Location

## The location of the Services will be carried depending on each Request for Quote (RFQ) which will detail specific requirements and location.