

Schedule 1

Framework Deliverables

Where a capitalised term is used in this Schedule, it will have the meaning attributed to it where defined in the Framework Agreement, the Call Off General Terms or a relevant Specific Terms.

[Note to drafter: The following are topics to be addressed in the Deliverables schedule.]

Part 1 – The deliverables

[Note to drafter: Part 1 is where the government specifies what is meant by e.g. “professional services” and what characteristics this category of services should have. Each family of services/products can then be further be divided into lots, where more fine grained requirements can be provided (e.g. a lot under “professional services” could be “user research”). It is also important to envision how and where the government wants suppliers to describe their services (more details on various mechanisms are provided in Part 2)]

1. General

- This Schedule sets out the characteristics of the Deliverables that the Supplier will be required to make available to all Customers under the Framework Agreement.
- The Supplier must only provide the Deliverables for the lot that they have been appointed to.

2. Hardware

- Hardware lots or groupings that the Supplier can bid for (include description/specifications),
- How service descriptions are made available i.e. through a catalogue/another format?

3. Cloud services

- Cloud services lots or groupings that the Supplier can bid for (include description/specifications)

- How service descriptions are made available i.e. through a catalogue/another format?

4. Software licence

- Software lots or groupings that the Supplier can bid for (include description/specifications)
- How service descriptions are made available i.e. through a catalogue/another format?

5. Software development

- Software development lots or groupings that the Supplier can bid for (include description/specifications)
- How service descriptions are made available? A catalogue of predetermined services with predetermined prices is most likely not appropriate for this type of service.

6. Software maintenance

- Software maintenance lots or groupings that the Supplier can bid for (include description/specifications)
- May it be that maintenance services are only possible where the Supplier has already provided Software or Software Development under the Framework Agreement?
- How service descriptions are made available? A catalogue of predetermined services with predetermined prices may not be appropriate for certain lots under this services.

7. Professional services

- Professional services lots or groupings that the Supplier can bid for (include description/specifications)
- How service descriptions are made available? A catalogue of predetermined services with predetermined prices is most likely not appropriate for this type of service.

Part 2 – Supplier's service descriptions

1. Catalogue

- What is the catalogue and when it is used (direct award)
- Where and how Supplier should publish the catalogue
- How Catalogue Deliverables should be described, what is the minimum mandatory information required
- How supplier should upkeep and update the Catalogue
- How government can exclude Deliverables from a Catalogue (explain excluded catalogue deliverables: what are they and how do the government notifies Suppliers to remove a non-compliant deliverable)

2. Other formats and mechanisms for suppliers to describe their services

- Mechanisms other than descriptions on a catalogue e.g. Service descriptions attached to the Framework Agreement, as attachments to this schedule? Links to supplier's website? Service descriptions attached to the specific Call Off Agreement?