

Leonardo Radiation & Nuclear Detection Integration & Development Services

G-Cloud

Service Definition Document



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1. Introduction

This document provides an overview of Leonardo's Radiation & Nuclear Detection (RND) Integration and Development Services for G Cloud.

2. Service Overview

Leonardo's expertise covers the Engineering spectrum, including, but not limited to; RN, Systems Integration, Hardware (Mechanical and Electrical), Software, Firmware and Services provision, as such the following services can include any individual or combination of these engineering functions:

Integration

Leonardo are contracted to provide support to the Radiation and Nuclear Detection system in service with the Border Force in the UK.

This service provides technical support for those 3rd party integrators and/or suppliers to assist in the development, testing and approval of any application or equipment that is intended to integrate with the existing RND system.

The service offered can include:-

- Interface documentation
- Technical advice / support / review / design documentation
- Test systems for integration testing of 3rd party applications/equipment
- Integration support and commissioning
- Acceptance/Authorisation for use on existing RND System
- Documentation and test reports

Development

This service provides the ability for customers to procure specific updates to the existing RND system. Business Analysis:-

- Requirements Capture and Definition
- Design
- Development
- Test
- Acceptance
- Accreditation support
- On-Boarding/implementation of solution
- Training Development

3. On-boarding and Off-boarding

Mutually agreed, where applicable.



4. Service Management

The Service Management component of the engagement will be agreed as part of the pre-engagement process. This will include reporting cycles, quality management and the escalation process for issues that cannot be resolved at working level.

5. Service Levels

The Service Level for RND Integration and Development Services will be mutually agreed at contract award, based on specific client requirements.

If the client believes that the Quality Outcomes are not being achieved then there is a formal process for asserting this which triggers a Quality Review process within Leonardo.

6. Service Constraints

The provision of this service requires the 3rd party vendor to sign an End User Licence agreement with the Home Office prior to any documentation and support being made available.

The provision of this service may require the 3rd party vendor's relevant employees, and any additional Leonardo employees, to be security cleared by the Home Office prior to their involvement.

7. Financial Recompense Model

Requests for Financial Recompense will be based on a failure to meet the engagements objectives and/or the agreed Quality Objectives. The level of Financial Recompense and the circumstances under which payment will be triggered will be agreed pre-engagement.

8. Training

This offer includes the provision of a Computer Based Training package for general users and a Train the Trainer package, with documentation, is also available, where applicable/required.

Additionally, other training could be developed and provided as a procured activity.

9. Trial Service

Not applicable

10. Backup/Restore & Disaster Recovery

The resultant development output will be developed to operate within the Resilience Regime established for the existing RND system.



11. Data Restoration / Service Migration

The resultant development output will be designed to operate within the Resilience Regime established for the existing RND system.

12. Customer Responsibilities

The customer is responsible for the provision of appropriate platforms/environments in order to support:-

- Development
- Functional Testing
- Performance Testing
- Production
- Resilience Testing
- Training

The provision of this service requires the 3rd party vendor to sign an End User Licence agreement with the Home Office prior to any documentation and support being made available.

The provision of this service may require the 3rd party vendor's relevant employees, and any additional Leonardo employees, to be security cleared by the Home Office prior to their involvement.

13. Technical Requirements

Technical scope for Integration, On Boarding and / or Development needs to be mutually agreed in advance of contract award for this service.

If the On-Boarding requires any Data Migration activities then the customer will be required to present the data in accordance with the interface documentation.

14. Ordering and Invoicing Process

Following signature of the Call-Off Contract Order Form, Leonardo requires a purchase order to be raised and received 1 week prior to the first invoice date to allow time to process through the system and raise any invoices due. As per the Call-Off Contract Order Form, payment of invoices shall be made within 30 days from receipt of invoice. Payment shall be made by BACS.

15. Termination terms

Termination shall be in line with the G-Cloud Call-Off Contract Order Form as follows:

In accordance with Call Off Contract, the notice period required for Termination is at least 90 working days from the date of written notice for disputed sums or at least 30 days from the date of written notice for termination without cause.



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