



SERVICE DEFINITION DOCUMENT

JANUARY 2026

Delta eSourcing Overview

Delta eSourcing allows for the implementation of standing orders, low-value purchasing and the full UK & EU tendering process. Through complementary services such as Delta Market Analytics and Delta Supply Chain, the Delta portfolio supports buyers through all stages of procurement, from pre-market engagement through to tendering and evaluation and contract/supplier management and supply chain development. It is a modular, end to end solution aligned to the current and evolving needs of public sector buyers.

Delta eSourcing is a web based eSourcing solution provided on a Software as a Service (SaaS) basis. The Delta suite of technologies deliver a proven solution that supports effective and efficient tendering and contract/supplier management.

Delta eSourcing is fully compliant with PA23, PCR2015 and UCR2016, the solution will enable buyers to easily switch between the regulatory routes, depending on whether the user is completing an existing procurement exercise or commencing a new exercise under the new regulations.

Delta eSourcing is comprised of a number of modules that can be used separately or configured as a full solution. Modules include:

- eNotice
- Tender Management
- Supplier Management
- Contract Management
- Contract Spend Analysis
- Workspace / Collaboration Management Manager
- Quick Call
- Branded Buyer Portal
- Dynamic Markets Manager
- Market Analytics Dashboard
- Delta Market analytiQ
- Supplier Management Dashboard
- Advanced Dashboards
- Delta Supply Chain

The modular components are described below:

eNotice	Delta's eNotice functionality allows the automatic publication of higher value contract Notices directly to Find a Tender (FTS) and Contracts Finder. As an authorised direct sender, eNotice's XML feed dramatically reduces administration time and provides significant savings in advertising costs. Low value notices are published directly to the Contracts Finder service.
Tender Management	An easy-to-use, secure UK and EU-compliant eSourcing service from notice creation, EOIs, RFIs, SQs, secure exchange of ITT documents and evaluation. The Tender Management module includes a fully compliant eNotice tool that allows the creation, management and streaming of above and below UK threshold contract notices, RFQs and RFIs. Tender Manager can stream notices to FTS, Contracts Finder and to your Buyer Profile or Portal. Tender Management allows the creation of all Notice types, procedures and values with automated compliance to UK timescales and thresholds. Addenda and awards can be created and linked to an original notice. Tender Management allows you to create UK statistical returns and management information reporting. It also provides a searchable database of all your published contract notices. The Tender Management module includes a dynamic Questionnaire Builder that provides an easy and efficient way of producing tender-related online questionnaires consisting of open text questions; closed yes/no, pull down selection and multiple choice tick box questions, and document upload questions. A standard questionnaire template based on the Cabinet Office standard SQ is provided and questions can be added, edited and deleted with automatic renumbering sections and questions. New questionnaires can be created from scratch. Questionnaires can be saved as new templates and shared. The Delta SQ is updated in line with any changes requested by Cabinet Office. Associated with each questionnaire is an evaluation plan that allows flexible scoring range options from 0-100 and the ability to set weightings for sections, sub-sections and individual questions. These weightings can optionally be shared with suppliers. Single or multiple evaluators can be assigned to sections or individual questions and the evaluation manager supports consensus evaluation. Supplier scorecards, including evaluator comments can be exported to support supplier debriefing. The Tender Management module also provides online Tenderboxes that can be set to open and close at specific times, allowing the exchange of tender-related documents with suppliers in a secure and fully auditable environment. Standard Tender documents can be stored and shared to ensure consistency and best practice.
Supplier Management	The Supplier Management module enables buyers to engage, identify, assess and qualify suppliers through online supply chain management activities. The Supplier Management module provides an easy supplier/vendor management service providing suppliers with a central hub to register, store and manage their details with a simple process for supplier registration and profile completion. The Supplier Management module provides a range of tools allowing you to interact with your own supply network or the wider Delta supplier database. You can identify suppliers as part of a market scoping exercise or to invite to a mini-competition or request for quotation. The Quick Search function allows you to search the supplier database for simple terms such as 'cleaning'. Advanced Search allows more detailed search based on a variety of criteria including location, business activity and CPV codes. An unlimited number of category/supplier lists can be created. List opening and close deadlines can be set. The profiles of suppliers within the lists are automatically updated in line with any updates made by the supplier. Supplier Management eliminates the requirement for time-consuming maintenance of supplier information and paper storage.
Contract Management	The Contract Management module allows you to manage all your contract awards. Contract Register is a module within the Contract Manager tool and provides a central repository facilitating the registration, promotion and monitoring of all your organisation's contracts and agreements. It allows you to view your Contract Records; search records listed and export details to host your buyer portal. You can display Contract Records in various ways and filter a search by start date, end date, status and reference. Create a Contract Record • A Contract Record can be linked to (and pre-populated from) an Award Notice or created manually • Procurement details: Store useful dates, framework details, contract award details and management information, which includes all contract reminders Upload Contract Information • Upload both single and multiple documents against a Contract Record • When documents are uploaded the system provides the flexibility for users to categorise documents • Contract Records can be linked to Award Notices, ensuring consistency and minimising risk

Contract Management (Cont'd)	Share with Organisation - Contract Records can be shared within an organisation in a secure central repository - Buyers can search through Contract Records and view records by status Manage Contract Lifecycle - Set alerts for each contract record and set multiple/concurrent contract reminder dates, thereby helping sourcing teams plan more effectively and meet lead times - Set new tasks
Contract Spend Analysis and Reporting	This Software-as-a-Service solution provides spend ingestion, purchase order intelligence, and interactive reporting dashboards to support effective public sector procurement and financial governance. The service enables organisations to analyse spend across budgets, suppliers, contracts, and categories, delivering clear visibility of whether expenditure is aligned to approved budgets and contractual arrangements. Spend visibility is critical within public sector procurement, where organisations must demonstrate transparency, value for money, and regulatory compliance. By continuously monitoring spend data, the platform supports key areas including budget management, contract performance oversight, supplier management, demand forecasting, and audit readiness. It enables procurement and finance teams to identify trends, anomalies, and risks early, rather than relying on retrospective or manual reporting. The ultimate outcome of this service is improved financial control and more informed decision-making. By transforming raw transactional data into meaningful insights, organisations are better equipped to optimise spend, strengthen supplier relationships, support strategic sourcing activity, and drive long-term efficiencies. Effective spend monitoring also helps prevent common public sector risks, including unmanaged or off-contract spend, budget overruns, duplicate purchasing, supplier concentration risk, and reduced audit assurance. Data ingestion is handled via a csv file template and captured via Secure File Transfer Protocol (SFTP) which provides robust security by encrypting both commands and data, protection against password sniffing and data interception. Manage Re-tendering - Reduce negotiation cycles and improve contract renewals - Manage new contracts from concept through to completion Auditability - All changes are tracked through an activity log, ensuring that regulatory and reporting requirements are met.
Workspace/ Collaboration	Dynamic, collaborative workspace management allowing real-time Management Manager visibility of internal and external procurement processes. Connect and collaborate across distributed teams to run either one-off tender exercises or repetitive procurements or as part of longer-term joint ventures. Collaborate. Communicate. In one central location Workspace Manager provides a dedicated secure, online environment in which procurement professionals from an organisation or multiple organisations can work together easily and efficiently on collaborative procurement and tender exercises. Collaborating at the commissioning stage Workspace Manager can play an important role at the very early stages of the commissioning process. It provides a platform for bringing stakeholders together prior to commencing with collaborative procurement programmes and provides the collaborative working tools that can facilitate more effective commissioning. Common strategic objectives can be identified; experience and best practice can be shared; and documentation can be made more consistent. Driving efficiencies – Securing best value In today's uncertain economic climate, the use of collaboration provides opportunities to drive efficiencies through economies of scale and to make savings without compromising on the quality of products or services Collaboration can be applied across many areas of procurement, such as category management, the creation and running of framework agreements and supply chain management. By using a collaborative approach there is a significant opportunity to deliver more financial, operational and efficiency benefits as well as economic remuneration for both the wider and local communities. Workspace Manager brings together people, processes and information. It lets you easily establish cross-organisational working groups and invite users into collaboration from your internal procurement teams or from other external buying organisations.

Quick Call	Quick Call speeds up the procurement process through efficient use of framework agreements and contracts. Buyers can easily issue a Quick Call from an existing framework or request a quote from selected suppliers in a Contract List. Using Quick Call, contract information and statuses can be easily shared across an organisation. Full audit trail and compliance are guaranteed as part of Quick Call and analysis can be carried out on previous quotes. The Creation of Contract Lists Efficiently manage frameworks, supplier lists, databases or create bespoke lists using categories or sectors • Contact frameworks or suppliers directly based on desired criteria • View contract status and publish results and awards Sharing of Contract Lists within an Organisation • Easy set-up and maintenance of varying privileges across the organisation using Quick Call, ensuring efficient sharing and quick analysis of the most up-to-date data, files and contacts Creation and publication of Quick Calls from a framework • Issue a Quick Call or request a quote directly from selected suppliers using robust, current information • Allow suppliers to follow a simple process to provide relevant information and documents • Amend or withdraw notices easily during the process • Engage in transparent communications with suppliers and set up automated responses at key project milestones Viewing and Analysis of a Contract List Report • Analysis of framework agreement performance • Easy statistical analysis of information in this system or through exporting data • Full activity and status logs for historic or ongoing awards allows for robust planning Compliance & Audit Trail • Quick Call ensures traceability, a full audit trail and compliance with the most up-to-date guidelines and standards.
Buyer Portal	Building on the successful Delta eSourcing solution, buyers can opt to have their own branded portal that can be connected to the Delta eSourcing service allowing you instant access to the Delta supplier community or established as a complete stand alone eSourcing solution to build your own dedicated supplier community. Whether your organisation is working standalone; as part of a larger procurement consortium or a regional group, a Buyer Portal provides a branded gateway to consortium procurement information. Buyers can come together; publish their organisations' contract notices; run individual or collaborative tender exercises; make them visible through a notice board; and provide a dedicated email alert service to their supply base. Suppliers can become part of these regional or sector specific procurement portals and gain visibility of all contract opportunities published by the buying organisation(s). The Delta modules, fully branded in compliance with your organisation's branding guidelines are provided through a web landing page with your own unique URL. The portal also provides an EU-compliant buyer profile promoting your procurement-related information with automated publication of all contract notices and awards.
Dynamic Markets Manager	Delta's Dynamic Markets Manager (DMM) Manager module allows buyers to procure goods, works or services commonly available on the market quickly and efficiently from a refreshable pool of suppliers. DMM will become Dynamic Markets for new procurement activity using this approach under the Procurement Act 2023 (DMM will remain for any procurement activity started before the Procurement Act 2023 comes into effect). DMM is an efficient and wholly electronic framework procedure, enabling buyers to: • Procure goods, works or services commonly available on the market • Manage a range of competitive exercises, including opportunity notice creation, request for quotes (RFQ), mini-competitions, open DMM, Questionnaire and end-to-end DMM exercises • Benefit from a refreshable pool of suppliers, with companies which meet the selection criteria being able to join at any point • Save time scoring suppliers with streamlined supplier management through autoscoreing • Secure greater competition from a large pool of suppliers: there is no limit to the number of suppliers which can access the DMM • Award tenders more quickly than under other procedures: the minimum timescale for return of tenders is 10 days • Improve efficiency as there is no requirement to advertise in FTS for each mini-competition and suppliers only need to demonstrate suitability once

Market Analytics Dashboard	Delta's Market Analytics (DMA) service enables buyers to gain a detailed understanding of their market at different stages of the procurement process. Using a highly interactive dashboard buyers can easily run multiple queries and analyse the results in an intuitive and efficient way. Date can be filtered using both CPV and Pro Class classifications, keywords, date ranges and other parameters. DMA contains all contracts data published by an organisation through the Delta eSourcing solution, in addition to all contract data published across the UK public sector marketplace, including all data published by other eSourcing providers through the Contracts Finder and Find a Tender platforms and contract data researched directly by BiP Solutions. DMA helps buyers plan their procurement activity effectively, enabling an accurate picture of market demand and buyer and supplier activity to be created. DMA can also provide insights into which suppliers are most engaged in public sector contracts, enabling assessments of capacity and associated risks to be conducted. DMA also enables buyers to identify all open framework and DMA agreements. Filters can be applied to determine which agreements are available for their organisation to use, which suppliers are on those agreements and how much time is left before they expire. DMA can also provide insights into framework utilisation – i.e how well used a particular agreement is. Recognising the importance of collaboration as a driver of efficient procurement, DMA also includes GDPR compliant contact data for individuals associated with framework and DMA agreements, enabling buyers to gain further insights where required.
Delta Market AnalytiQ Data Driven Insight for Public Sector Procurement	Market analytiQ is Delta eSourcing's intelligence and insight capability, designed to support public sector organisations in planning, delivering, and managing procurement activity more effectively. The service transforms complex and fragmented procurement data into clear, actionable insight — enabling buyers to better understand their markets, assess supplier landscapes, monitor spend and activity, and make informed, evidence-based decisions. By bringing together market intelligence, procurement activity data, spend analysis, and supplier insight, Market Analytics provides contracting authorities with a comprehensive view of the public sector marketplace. This supports stronger commercial planning, improved market engagement, and greater confidence in procurement strategy development. Key Capabilities and Benefits • Comprehensive Market Coverage Aggregates data from hundreds of public sector procurement sources, continuously updated to provide a reliable and current view of market activity, frameworks, and procurement trends. • Trusted Procurement Expertise Built on decades of public sector procurement knowledge and aligned to best practice, supporting consistent, compliant, and defensible decision-making. • Clean, Reliable Intelligence Automated data cleansing, deduplication, and quality assurance ensure accurate insight that can be confidently used for reporting, planning, and audit purposes. • End-to-End Procurement Visibility Supports the full procurement lifecycle — from early market analysis and pipeline planning through to award analysis and post-procurement review. • Analytics and insight intelligence Advanced analytics and reporting capabilities support identification of trends, benchmarking activity, understanding supplier concentration, and evaluating market capacity and competition. • Expert Support and Guidance Access to training, insight sessions, and dedicated support to help procurement teams maximise value from the data and embed insight into day-to-day decision-making. Analyse and Understand the Market Public sector buyers can use Market Analytics to understand how similar organisations procure, identify market trends, assess supplier landscapes, and review historical procurement activity. This supports evidence-based business cases, stronger commercial strategies, and improved justification for procurement approach selection. Plan, Engage and Shape Procurement Activity The service supports early market engagement by enabling buyers to identify relevant suppliers, understand market maturity, and plan engagement activity in line with procurement regulations. This helps authorities shape realistic specifications, encourage competition, and improve supplier participation. Review, Learn and Improve Outcomes Post-award insights allow buyers to analyse procurement outcomes, understand market response, benchmark activity, and identify opportunities for improvement. This supports continuous improvement, stronger transparency, and more effective future procurement planning. Market Analytics – Insight to Support Better Public Sector Decisions From data to decision-making, Market Analytics provides public sector organisations with the visibility, insight, and assurance needed to plan procurements effectively, engage markets confidently, and deliver compliant, value-for-money outcomes.

Supplier Management Dashboard	Delta's Supplier Management Dashboard enables procurement teams to quickly and easily interrogate their contract and supplier make up. See how many open contracts you have and who they are going to. Understand at a glance who your key suppliers are (by both volume and value) and understand when your contracts are coming to an end. Use the Dashboard to easily assess risk and whether more value can be generated from your existing supplier base. The Dashboard comes with a number of visualisations built into system but as part of the standard setup custom visualisations can be used when creating your dashboards to customise this data to your use cases. Supplier management reporting is built and runs on the industry leading Elastic environment meaning if you want to you can even create your own queries using the inbuilt KQL syntax allowing you complete control over your and data experience.
Delta Supply Chain	Delta Supply Chain includes such services as a branded portal, buyer/supplier engagement services, dashboard reporting and training. These operate in conjunction with the free supply chain portal known as CompeteFor. CompeteFor is free for both buyers and suppliers and enables businesses to compete for contract opportunities linked to major public and private sector buying organisations. The service is unique in providing visibility of sub-contracting opportunities across multiple tiers, enabling buyers to understand how their spend with tier one suppliers is benefiting the wider economy. Through Delta Supply Chain buyers can gain insights into their extended supply chain, with visibility into areas such as spend within geographic areas, diversity (including spend with BAME and female led organisations) and other metrics. Delta eSourcing is committed to improving workflows and investing in partnerships that streamline procurement activity and support clear, auditable evidence of contractual and social value outcomes. Delta eSignature DocuSign Integration The service integrates with DocuSign to support secure, efficient, and auditable electronic contract execution. This integration enables contracts and variations to be issued, signed, and completed digitally, reducing administrative effort and contract turnaround times. By maintaining a clear audit trail and ensuring version control, the integration strengthens governance, supports compliance requirements, and improves overall contract management efficiency across the procurement lifecycle. Social Value Portal Integration Delta's Social Value Portal Integration enables public sector customers of each service to seamlessly manage the social value aspects of their procurement activity between the two platforms. By aligning procurement activity with social value performance data through the Social Value Portal, the service supports regulatory compliance, improved reporting, and stronger accountability for suppliers' social value delivery.
Data Extraction	Data Extraction Data Extraction is governed by Delta's Data Exit Policy, which sets out a framework for the handling of Authority Data following the termination or expiry of an Agreement between an Authority and BIP Solutions for use of the Delta service. All actions, whether in relation to data storage, removal or provision, will be governed by the UK GDPR, our Information Security Management System and our Quality Management System protocols, which are certified to ISO 27001 and ISO 9001 respectively, and fully subject to our Business Continuity Plan, which is designed in accordance with BS 25999. Where the Authority has established an agreement for the retention of Authority Data, the Authority will be entitled to submit a Data Request for the return of Authority Data at any time. In such cases, the Authority Data will be provided within 30 working days of the Data Request. Any return of Authority Data will be subject to an impact assessment to determine the scale of effort required. Data will be returned to the Authority in the format of its choice, including CD/DVD or electronic file transfer. Delta modules can be used on their own or as an integrated, end-to-end eSourcing solution that is fully compliant with UK Public Contracts Regulations, the Procurement Act 2023 and EU Directives. See the attached appendices for more details.

Data Extraction (Cont'd)

Delta services can be accessed over the internet via any standard JavaScript enabled web browser. In addition to the functional components, Delta eSourcing also provides the following service benefits:

- Secure hosting environment
- Low cost and swift (within 24hrs) implementation
- Data storage options (200mb and max storage 20Gb included as standard)
- Accessibility standards
- Multi Factor Authentication (MFA) and Single Sign On (SSO)
- eSignature
- Information security (ISO 27001)
- Cyber Essentials certified
- Sand pit testing environment
- Disaster Recovery (DR) and Business Continuity
- Free Helpdesk services for both buyers and suppliers
- Onboarding and user training
- Comprehensive user guides
- Data migration (import and export)
- Open API – this allows users to access their data via one way API calls and integrate with third party applications. As this is an Open API it can be configured to work with a variety of tools. Technical documentation and user guides are provided to support use of this feature.

Delta eSourcing's comprehensive and detailed activity log is fully auditable to ensure compliance and transparency.

Delta's technologies are configurable to meet the needs of our customers. Delta is comprised of a proven and highly flexible set of software modules that are built to be configured and customised. Customer specific solutions can be created that address the presentation, application, and data layers of the service.

BiP is committed to the ongoing development of the Delta eSourcing solution. Our product roadmap focuses on improvements to ensure compliance, stability, security and performance and new features and functionality to help buyers manage their procurement activity more efficiently and successfully.

We are happy to share details of our future roadmap with customer and to involve them in our development activity.

Technical Service Definition

Information Assurance

Delta eSourcing is externally PEN tested. BiP is ISO27001 accredited and has been assessed by CESG at IL2.

Details of the level of backup/restore and disaster recovery that will be provided

BiP Solutions have a fully documented and tested Disaster Recovery strategy which forms part of our Information Security Management System (ISMS), accredited to ISO 27001.

The plan details the recovery actions required of Networks, Desktop, Systems, Help Desk, Telecoms, the Head of IT and the IT Operations Manager in the event of such a significant disruption event.

The plan demonstrates our compliance with best practice and provides assurance to the BiP Board, clients, prospective clients and other stakeholders. The Business Continuity Plan is exercised annually and forms part of our ISO27001 external auditing and accreditation.

During normal working hours BiP Solutions aim to restore service within two working hours. Outside normal working hours BiP Solutions aim to restore service within four hours. Service restoration is measured from the time at which the BiP Solutions Technical Specialist responds to the client until the closure of incident is reported to the client's designated officer or named deputy.

Every 24 hours a full cold back up is taken of all application data. On top of this block level differences are taken at real time intervals and sent to the DR facility using Netapp snapshots. This replication is conducted and transferred in real time to ensure no loss of data. Additionally, full block level snapshots are scheduled on a 4 -hourly basis. This means that, depending on the type of scenario, DR site recovery can result in no loss of data, a maximum of 4 hours loss of data or in the unlikely event that snapshots are corrupted locally and offsite the 24 hour cold back up is relied upon.

The target Recovery Time Objective (RTO) following catastrophic failure is 4 hours.

On-boarding and Off-boarding

Data can be migrated to Delta with the assistance of BiP staff. Typically, data can be provided in Oracle database format, structured XML, Microsoft Excel (.XLS) or .CSV format. Data can be exported in Oracle, XML, XLS and CSV formats.

On-boarding and Off-boarding is carried out as a sub-project and a formal Impact Statement provided. Costs will be assessed based on its scope and scale.

Service Management Details

Service Availability

Delta is available 24/7/365 (with the exception of scheduled maintenance).

Support

Help Desk Services are available providing mail and/or phone support. The helpdesk will provide:

- A single point of contact for all logging, management and resolution of incidents and service fault reports.
- Audit trail of incidents, actions and resolution times.
- Call back and progress reporting mechanism.
- A mechanism to advise the client of any break in service.
- Clear escalation path.
- Suggestions/feedback facility.

Backup and Disaster Recovery

Full backup and disaster recovery are included within the service.

Service Constraints

BiP reserves the right to perform site maintenance on a weekly basis during non-peak times. This will normally occur on a Tuesday evening between 6.00 -8.00 pm, a time of historically low system demand.

Service Levels

The Delta Service Level description is a comprehensive document describing Service availability and the Delta Helpdesk. The full Delta Service Level description is available on request. The following describes levels of priority:

Priority	Description	Response Time	Target Resolution Time
1	The entire Managed Service is completely inaccessible	Within two Normal Business Hours	Four Normal Business Hours. Continuous effort after initial response with Authority cooperation
2	Operation of the Managed Services is severely degraded, or major components of the Managed Service are not operational and work cannot reasonably continue	Within four Normal Business Hours	Within Two Business days after initial response
3	Certain non-essential features of the Service are impaired while most major components of the Service remain functional.	Within Twelve Normal Business Hours	Within Seven Business days after initial response
4	Errors that are non-disabling or cosmetic and clearly have little or no impact on the normal operation of the Service.	Within 24 Normal Business Hours	When reasonably possible

Problems that cannot be resolved immediately by the helpdesk and require escalation will be managed in line with the performance targets outlined below. An incident is defined as any event which is not part of a standard operation of a service and which causes, or January cause, an interruption to, or reduction in, the quality of that service.

If the Helpdesk operator cannot resolve the issue immediately, the Helpdesk operator will assume ownership of that issue and manage its escalation through to resolution. All customer issues are logged in our CRM system at the time of taking the call. If the call is not resolved at the time the normal escalation process will be followed. This involves escalating the query to the correct person/department for resolution and logging a case in the CRM system that allows progress to be tracked. It is the agent's responsibility to ensure closure and feedback to the customers.

Training	BiP provide onsite training that takes the form of a 'train the trainer' or 'super user' approach. By training super users on the system, the knowledge gained on the course can be cascaded to the wider procurement team. BiP's Trainer will: • Demonstrate and walk through the frequently used functions and features of the tender manager module • Demonstrate and explain the supplier services and user journey • Provide examples of how and when tools should be used • Demonstrate and show how the CMS can be used to update the website content Delegates will be able to: • Explore the system's functionality in an insulated training environment • Carry out 'hands-on' guided tasks with help from the trainer • Gain an understanding of the system in preparation for working with the live site. Delegates will be asked for feedback which will be used to improve future training courses. This hands-on learning experience will provide delegates with the necessary knowledge and skill set to confidently make the best use of the Service. In addition to the classroom-based training, BiP can also provide: • 1:1 refresher sessions • Webinars for up to 15 delegates
Ordering and Invoicing Process	Contact commercial@bipsolutions.com
Termination Terms	The client is entitled to terminate their Licence at any time by notice in writing to BiP, to be effective as from the end of the Licence period in which notice to cancel is received by BiP.
Data Restoration / Service Migration	Data loss can be recovered by restoration of backups within the retention period. For data loss caused by the client, BiP January charge the client on a time and material basis the cost for any work associated with data recovery. Data migration from legacy systems can be affected. This process is carried out as a defined sub-project and managed under the Prince 2 project management methodology. The scope and scale of the on-boarding will be assessed based on the data structures (tables and fields) to be migrated and volume of data to be migrated. A formal impact statement would be produced defining cost and timescale. Similarly, data offloading can be affected. Again, a formal impact statement would be provided based on the scope and scale of the data to be offloaded.
Consumer Responsibilities	The Client Shall: • Provide BiP with access to all information required to provide the Services; • Carry out the User Acceptance Testing and sign-off procedure in accordance with the agreed project plan; • Ensure that the Service is used in accordance with the terms and conditions of the service subscription agreement. The Service shall Not be used for • Unlawful, fraudulent, criminal or otherwise illegal activities. • Sending, receiving, publishing, posting, distributing, disseminating, encouraging the receipt of, uploading, downloading or using any material which is offensive, abusive, defamatory, indecent, obscene, unlawful, harassing or menacing or a breach of the copyright, trademark, intellectual property, confidence, privacy or any other rights of any person. • Knowingly or negligently creating, transmitting, storing, publishing or uploading any electronic material (including, without limit, files that contain viruses, corrupted files, Trojans or any other similar Malicious Code, scripts or similar software programs or instructions) which will or are designed, known or likely to delete, interrupt, damage, destroy, change, modify or limit the functionality of any computer software, hardware, telecommunications equipment or data or data files owned by BiP or any other User of or customer of BiP using the Service. • Activities that invade another's privacy, cause annoyance, inconvenience or needless anxiety to any person. • Activities that are in breach of any third party's rights, including downloading, installation or distribution of pirated software or other inappropriately licensed software, deletion of any author attributions, legal notices or proprietary designations or labels in any file that is uploaded, falsification of the origin or source of any software, document or other material.

Consumer Responsibilities (Cont'd)	- Anything that can disrupt or interfere with BiP's network or Service or cause a host or the network to crash. - Launching "denial of service" attacks; "mailbombing" attacks or "flooding" attacks against a host or network. - Granting access to the Services to others who are not authorised Users, or in any way reselling or re-providing the Services to third parties. - Making excessive use of, or placing unusual burdens on the network, for example by sending or receiving large volumes of email, uploading excessively large files. - Circumventing the user authentication or security process of the host or network.
Technical Requirements	Client-side access to the service requires only internet connectivity and a standard JavaScript enabled internet browser. The service can run on all major operating systems and hardware platforms. The service requires no downloads or plug-ins.
Details of Any Trial Service Available	For information on a trial access to the service, please contact commercial@bipsolutions.com

