**Call-Off Schedule 20 (Call-Off Specification)**

This Schedule sets out the characteristics of the Deliverables that the Supplier will be required to make to the Buyers under this Call-Off Contract

**SPECIFICATION**

The requirement is to populate and maintain an up to date Configuration Management

Database using an automated discovery tool. The toolset of choice for this is BMC Discovery

Multicloud Version 11.

|  |  |
| --- | --- |
| **Quantity** | **Description** |
| 1 | BMC Discovery Base Licence |
| 630 | BMC Licences for Server Endpoints |
| 1 | TekWurx uControl Application Mapping |
| 8 | TekWurx uControl Licences for Applications to map |
| 1 | Annual Continuous Support and Maintenance BMC Discovery |
| 1 | Annual Continuous Support and Maintenance BMC Licences for Server Endpoints |
| 1 | Annual Continuous Support and Maintenance TekWurx uControl and TekWurx uControl Licences for Applications to Map |

As part of the support and maintenance renewal, the Authority also require the following;

Twelve (12) Month Continuous Support and Maintenance for BMC Discovery,

Continuous 24 x 7 support via telephone, email and web.

Twelve (12) Month Continuous Support and Maintenance for BMC Licences for Server

Endpoints, Continuous 24 x 7 support via telephone, email and web.

Twelve (12) Month Continuous Support and Maintenance for TekWurx uControl and

TekWurx uControl Licences for Applications to Map, Continuous 24 x 7 support via

telephone, email and web.

All support and maintenance detailed in 3.1 and 3.2 is required for a period of 1 year from 1st

July 2021 to 30th June 2022. Should the Authority choose to do so, the Authority would like

the option to extend the contract by a further one (1) year.

All quotations are to be sourced from Lot 3 – Software and Associated Services under the

CCS Technology Products and Associated Services framework agreement (RM6068).

The Potential Provider must ensure that all existing data held on BMC Remedy is viewable

and accessible following successful upgrade of the software.

As part of the **Continuous 24 x 7 Support and Maintenance** required for the BMC Discovery,

BMC Licences for Server Endpoints, TekWurx uControl and TekWurx uControl Licences for

Applications to map, the following provisions will apply;

Access to 24 x 7 website, phone and email support and;

Software Support including maintenance releases and major upgrades throughout the

twelve (12) month contract term.

The location for delivery of the goods and services will be required at;

Hendon Data Centre Peel Estate

Aerodrome Road
London
NW9 5JE

In addition to the Continuous Support and Maintenance, the Authority also require the

following;

One (1) Annual Health Check;

Critical offsite coverage (at least one (1) per year);

Extended hours for planned maintenance (at least one (1) per year) and;

New releases and upgrades for BMC Discovery.

**Service Levels and Performance**

The Authority will measure the quality of the Supplier’s delivery by:

|  |  |  |
| --- | --- | --- |
| KPI/SLA | Service Area | KPI/SLA description |
| 1 | Delivery Timescales | Delivery of the support and maintenance to be in place within two weeks of Contract Award; |
| 2 | Service Delivery | Access to 24 x 7 website, phone and email support throughout the duration of the twelve (12) month Contract term; |
| 3 | Service Delivery | The Authority to receive all software support, including maintenance releases and major upgrades throughout the twelve (12) month contract; |
| 4 | Service Delivery | The Authority to receive the following support levels outlined below based on the severity of the issue;* **S1;** Critical Service Impact – 1 Clock Hour;
* **S2;** Significant Service or Implementation Impact – 4 Business Hours;
* **S3;** Moderate Service Impact – 8 Business Hours and;
* **S4;** No Service Impact – 12 Business Hours.
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