

# **Cloud Printing Service, Print / Scan Hardware Purchasing and Bulk Scanning Service for Ministry of Housing, Communities and Local Government (MHCLG) and Arms Length Bodies**

*Appendix B - Statement of Requirements*

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## 1. PURPOSE

- 1.1. The Ministry of Housing, Communities and Local Government (MHCLG) wishes to appoint a supplier to provide a cloud-based printing service, a bulk scanning service and a printing and scanning hardware purchasing mechanism, for use across the MHCLG Group for a period of three years with an option to extend by two years in one year increments.
- 1.2. The current scope of this requirement is limited to the MHCLG Group which consists of circa 3,500 users across 24 office locations throughout England and Wales (see Appendix F). The number of users may increase to between 3,500 and 12,000 subject to machinery of government changes and / or the wider group being included.
- 1.3. The MHCLG Group is currently made up of MHCLG, The Planning Inspectorate (PINS), Ebbsfleet Development Corporation (EDC) and the Valuation Tribunal Service (VTS).

## 2. BACKGROUND TO THE CONTRACTING AUTHORITY

- 2.1. MHCLG is a central government department whose purpose is to create great places to live and work, and to give more power to local people to shape what happens in their area.
- 2.2. The MHCLG Group recently completed a business transformation programme which has delivered new IT equipment to all staff, along with modern productivity tools such as Microsoft Office 365, to enable greater collaborative working and more flexible access to information. The overarching aim of the programme was to drive business and cultural change. It is now MHCLG's strategy to utilise cloud services wherever possible to deliver technology services to our staff.

**2.3.** Following completion of the programme, MHCLG Group require a cloud printing service with MHCLG refreshing our printer hardware across all sites and PINS/ VTS retaining their existing printer hardware.

**2.4.** The following organisations are also part of the wider MHCLG Group, but are not currently in scope of this requirement:-

**Executive Agencies**

- [Queen Elizabeth II Conference Centre](#)

**Executive Non-Departmental Public Bodies**

- Homes England
- [Housing Ombudsman](#)
- [Leasehold Advisory Service](#)

**Advisory Non-Departmental Public Bodies**

- [Building Regulations Advisory Committee](#)
- [UK Holocaust Memorial Foundation](#)

**Tribunal Non-Departmental Public Bodies**

- [Valuation Tribunal for England](#)

**Public Corporations**

- [Architects Registration Board](#)

**Other**

- [Local Government Ombudsman](#)

### **3. DEFINITIONS**

- 3.1.** “MHCLG” – The Ministry for Housing, Communities and Local Government
- 3.2.** “PINS” – The Planning Inspectorate
- 3.3.** “EDC” – The Ebbsfleet Development Corporation
- 3.4.** “VTS” – The Valuation Tribunal Service

### **4. THE CURRENT PRINTING SOLUTION**

- 4.1.** The current printing solution is a mixed hardware estate comprising Ricoh MFDs for MHCLG, and HP/Canon Printers/MFDs in our 2 Arms Length Bodies (PINS and VTS). MHCLG uses Ricoh services such as Equitrac and @remote solutions to provide bulk scanning options on some MFDs, ‘Follow Me’ printing and management of alerts. As MHCLG’s IT has just undergone a technology refresh by moving to Office 365, MHCLG introduced across the group a Uniprint cloud printing service which sits on top of the existing MFDs/Printers through the use of a hardware VPAD. VPADs provide a hardware interface for users to use ‘follow me’ printing and also to connect the existing MFDs/Printers to the Uniprint service. The Uniprint service was put in place on top of the existing printer estate to provide cloud printing whilst a new MHCLG group cloud printing service was procured, and therefore our currently procured Uniprint service is not expected to continue once the new printing solution is in place.
- 4.2.** MHCLG has recently moved from a traditional IT solution using a LAN, PSN WAN and hosted Data Centres provided by Fujitsu. Our new technology is based on utilising cloud services as much as possible and removing or reducing on-premise elements to as little as practical. In each site we now utilise Meraki WiFi for all end user client devices, with a small Meraki LAN for connecting the WiFi Access Points, which can also accommodate wired/WiFi printers. This Meraki solution is in turn connected to two public internet circuits at each site for all traffic. These internet circuits have been sized appropriately to ensure they can cater for all current traffic and cater for increases in the future. Meraki provides DHCP services at each site.
- 4.3.** We no longer have or make use of local on-site servers to provide services such as SCCM, AD, Print Services, DHCP or other management functions etc. Nor is it our preferred option to have locally installed equipment. We now utilise Azure AD and Intune to manage users and end devices. MHCLG and VTS utilises one Azure AD with Office 365 tenant and zscaler webproxy, and PINS utilise a different Azure AD and different Office

365 tenant with zscaler webproxy. Both solutions utilise unique usernames based on email address. There are currently 4 email domains used with a fifth to be added shortly:

**REDACTED** (O365 tenant mhclg.onmicrosoft.com)  
**REDACTED** (O365 tenant mhclg.onmicrosoft.com)  
**REDACTED** (O365 tenant mhclg.onmicrosoft.com)  
**REDACTED** (O365 tenant mhclg.onmicrosoft.com)  
**REDACTED** (O365 tenant PINSO365.onmicrosoft.com)

The MHCLG.onmicrosoft.com and PINSO365.onmicrosoft.com domains currently have no trust between them.

- 4.4. Client devices are currently Microsoft Surface, Surface 2, Surface Tablet 4 and Surface Tablet 5s with WiFi only, running 64 bit Windows 10 enterprise, Chrome browser and 32 bit Office 365 applications. A limited number of staff utilise Apple Macs however these would only require guest printing as they are not part of the corporate solution at this time.
- 4.5. Scan and Send – The MHCLG Group utilises the “scan and send” function from Multi-Functional Devices. This functionality will be required on the new devices MHCLG purchases throughout the duration of the contract. The scan and send function allows for ad-hoc documents to be scanned and e-mailed both within the MHCLG Group and also to external parties. It is not bulk scanning.
- 4.6. Bulk Scanning – MHCLG currently utilises a bulk-scanning solution provided by Ricoh (eCopy ShareScan Essentials and Suite Server) to scan ministerial correspondence and upload those documents to their Despatch Box software. MHCLG will require the supplier to provide a like-for-like replacement.
- 4.7. Bulk scanning is only required on three (3) MFDs, all of which will be located in our 2 Marsham St Office. Additional information about the existing service is available should the supplier require it.

## 5. HOME WORKER PRINTING

- 5.1. The MHCLG Group has several hundred staff who work primarily from their homes and who are currently provided with printer devices (SOHO MFDs) supplied by MHCLG. These printers are connected directly to the user’s laptops via USB. The supplier should ensure that their solution is compatible with the use of such “local” devices and should be able to run in parallel with the cloud-based printing service. We would like to understand whether the

supplier solution works with a home users existing printer alongside the cloud based printing software. (see Appendix D).

## 6. EXISTING NETWORKED DEVICES

6.1. The supplier's solution should ideally be compatible with all existing networked devices with the exception of the Ricoh MFDs which MHCLG does not intend to keep (excluding 3 x Ricoh MPC5504EXs that have recently been purchased). The devices currently in operation in the MHCLG Group are:-

- HP M880 MFDs
- HP X451 Printers
- Canon iPF785 A0 Plotters
- HP Designjet T2300 A0 plotter
- RICOH Aficio MP C5501A (it is expected these will be replaced as part of this tender)
- RICOH Aficio MP 5001 (it is expected these will be replaced as part of this tender)
- RICOH Aficio MP C400SR (it is expected these will be replaced as part of this tender)
- RICOH Aficio MP 4500 (it is expected these will be replaced as part of this tender)
- RICOH MPC5504EX (3 of these have been purchased recently and therefore it is possible we will keep these subject to appropriate support being available).
- HP M608
- HP Pagewidth MFP785SZ
- HP Pro 200 Color (Home Worker Printers for VTS)
- HP 6950 (Home Worker Printers for PINS)

- 6.2.** Existing HP and Canon printers that will be retained are and will continue to be under their own support contracts, though MHCLG is open to the option of support of these devices being moved into this contract at a future date when existing support arrangements cease should the successful supplier be able to undertake such support.

## **7. OTHER INFORMATION**

- None of the MHCLG group has a print room/reprographics room requirement /library printing requirement.
- Whilst MHCLG does require the ability to identify printing costs across the group, by user and potentially by team, there is no requirement for the solution to automatically charge these costs to cost centres/billing codes.
- A high availability solution is not required, however it is expected that the solution provided will be able to meet the required service levels.
- There is no requirement for online payment systems or crediting workflow to be integrated/included within the printing solutions (e.g. paypal, coinboxes etc).
- It should be assumed Follow Me printing will be required on all MFDs/Printers in corporate sites and for all users in corporate sites.
- A single user interface across all devices is not required though would be beneficial.
- As the supplier is to provide all cloud hosting, and hosting infrastructure, software and hardware, the customer has no preference for specific manufacturer/vendor software or hardware.
- Users will not need to be assigned to multiple cost centres.

## **8. SCOPE OF REQUIREMENT – THE NEW PRINTING SOLUTION**

- 8.1.** The MHCLG Group primarily requires a supplier to provide a fully managed cloud-hosted printing service, purchasing options for printing and scanning hardware (MFDs/Printers/Scanners and plotters) and a solution for single and bulk scan to email of documents. The service will include providing consumables such as ink and staples for MFDs/Printers purchased via the contract, service request fulfilment and break/fix support for all hardware/software/services purchased during the contact duration.
- 8.2.** It is our intention to replace the current MHCLG owned Ricoh MFDs and replace these with new MFDs under this contract, with the remaining MFDs/Printers that are utilised by our ALBs (PINS, VTS and potentially EDC) kept in place as they are will be supported by existing support arrangements. Regardless of which MFDs/Printers are in place we require a cloud printing service across the MHCLG Group. This can be summarised as follows:



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- MHCLG – Procure New MFDs/Printers and new MHCLG Group cloud printing service.
- VTS and EDC– Retain existing MFDs/Printers and overlay new MHCLG Group cloud printing service.
- PINS – Retain existing MFDs/Printers and overlay new MHCLG Group cloud printing service.

**8.3.** Due to the above split of manufacturers and requirement scope this procurement will be structured to provide pricing for the MHCLG element and optional pricing for the PINS/VTS elements such that if the cost and technical solution for cloud printing is not feasible for PINS/VTS, their element does not have to be taken forward.

**8.4.** A guest service for printing is required to cope with those personnel who are on MHCLG premises for a short period of time and require limited access to printing.

**8.5.** In relation to incidents and requests, MHCLG does not expect staff to deal with the supplier directly, but will instead utilise its existing servicedesk (run by Littlefish) to field those calls and refer incidents/requests on to the supplier as required and via an agreed route.

**8.6.** For service management, MHCLG will expect regular service reporting and, as part of the reporting, MHCLG will need to be able to monitor and identify spend by individuals. The supplier will need to meet agreed SLAs for resolution of faults. To aid in ensuring that printing is always available at a site, it is likely that MHCLG will procure a minimum of two MFDs/Printers at each site so that in the event of an issue, there is always another printer available.

**8.7.** As MHCLG has no plans to support locally installed servers and is not using a corporate LAN at its sites, any hardware/software relevant to provision of services will utilise public internet for connectivity to MHCLG client PCs/supplier provided cloud services; the supplier will therefore need to ensure that services, software and hardware are capable of being provided to MHCLG securely in such an environment.

**8.8.** The detailed core requirements and options can be found below.

**8.9.** The contract will initially be for a three year period with the option of extending for a further two years in one year increments. While this section details what should be

included with the services and mechanisms, the supplier(s) should not limit themselves to only meeting these requirements.

**8.10.** The list of services required is as follows:

- Asset Tagging of all Multi Functional Devices and provision of asset information for upload into the MHCLG Service Now tool.
- Printing from client applications on the end user device and also from internet browsers as MHCLG make significant use of both Office 365 fat client applications and Office 365 online via Chrome browser.
- Management, provision and disposal of consumable stock levels (ink and staples). This must include a method of returning used toner and also waste toner. For the avoidance of doubt, installation of toner is not required to be carried out by the supplier and provision of paper will not form part of this requirement.
- Management of delivery of consumables (ink and staples), parts and hardware to MHCLG sites in adherence to building requirements.
- Installs and removals – MHCLG expects the supplier to install new MFDs and printers, and to also remove the MFDs and printers that are no longer required. This will include the removal of the packaging the new kit arrives in.
- Provision of Break/Fix Support where the MFDs, printers or service develops faults.
- Provision of a transition plan illustrating the tasks and timescales for removing the legacy MFDs and installing the new ones.
- Working collaboratively with the MHCLG service desk to provide a method for reporting of incidents related to the service and for providing visibility to MHCLG servicedesk of all incidents/service requests relating to the service. For example automatically generated alerts and toner replacement alerts.
- Secure disposal of equipment.
- Managing the replacement of defect, or dead on arrival, Multi Functional Devices under the terms of the warranty.
- Follow Me Printing to be the default for all users located within corporate sites.

## **9. CLOUD-BASED PRINTING SOLUTION**

- 9.1. Location agnostic printing** - The supplier should provide a service where any member of staff can print in any MHCLG Group office location without a need to adjust settings on their client device.

- 9.2. Cloud-based Infrastructure** - The infrastructure for the printing solution should all be hosted away from MHCLG Group office locations, with no on-premises print servers/equipment except that which is hosted within or on the MFDs/Printers/Scanner devices themselves.
- 9.3. Device agnostic printing** – The core MHCLG department is not looking to keep its existing printers and will be looking to install new printers as part of this procurement. *PINS, VTS and the EDC* will keep their existing printers for the time being. Therefore, the supplier's solution will ideally work across a number of printer manufacturers. This should result in users only having to interact with one printing solution, regardless of where they are or what print devices are available.
- 9.4. User Management** – Our requirement is for users to be added and removed from the printing solution as easily as possible in as much an automated manner as possible. For this reason options such as integration with the two Azure ADs operated by MHCLG/PINS are preferred however as LDAP is not possible with Azure AD suppliers should outline how they can meet the user management requirement and what overhead this will require of customer resource on an ongoing basis.
- 9.5. Follow me printing** – The solution will provide an ability for users to send a print job to a printer and then choose at a later point in time what device the job will be delivered to, typically by going to the device they want their job printed to and using a building pass to authenticate. This is required for all users within corporate sites that have an appropriately enabled MFD/Printer.
- 9.6. Follow me printing** - will work across all Follow Me enabled devices regardless of whether they are different supplier models (eg large or small).
- 9.7. Follow Me Printing** - Supplier should confirm whether it can provide follow me printing to MFDs/Printers that have not been procured via the supplier, and which of the existing networked devices in section 4.4.4 it can provide follow me printing to, and how this will be achieved (e.g. addition of physical device to the existing networked printer).
- 9.8. Follow Me Printing** - for corporate users utilising an existing building pass card (normally Mifare however some sites utilise other types). Where a site uses an incompatible card type MHCLG will procure stick-on RFID tags to attach to an existing building pass. Supplier should confirm what card types are supported.
- 9.9. Follow Me Printing** - Preferably Follow Me Printing will work for users across both MHCLG and PINS O365 Tenants/Azure ADs, although it is acknowledged that this may not be possible

and that respective user groups will only be able to use Follow Me Printing for their respective Follow Me enabled devices (i.e. PINS staff can only print using Follow Me in sites where are the PINS specific MFDs).

- 9.10. Temporary / Guest access** – The supplier’s solution should include the ability to allow temporary staff or site visitors to print using MHCLG Group devices.
- 9.11. Broad system compatibility** – The supplier’s solution should provide printing capability for Windows, Mac (MacOS and iOS), Android and ChromeOS devices; this includes PCs, tablets and other mobile devices. Any required software agent for the solution should be currently available for Windows 10 (version 1809 and above), MacOS 10.13 and above, iOS 11 and above, Android 7.0 and above, ChromeOS 66 and above.
- 9.12. Virtual Desktop Compatibility** – The supplier’s solution should provide printing capability from a Windows virtual desktop environment.
- 9.13. Print Queue Management** – If print queues are utilised and there is the potential for document jobs to cause delays in excess of five minutes for other user’s print jobs, the ability for MHCLG IT administrators/MHCLG servicedesk to identify such documents and remove them from the queue without reference to the supplier is required.
- 9.14. Common Document Type Handling** – The supplier’s solution should be capable of processing the most commonly used document types; this should include, but not be limited to:-

.ai	.ico	.pps	.tiff
.bmp	.jpeg	.ppt	.txt
.csv	.jpg	.pptx	.xls
.db	.key	.ps	.xlsx
.dbf	.log	.psd	.xml
.doc	.mdb	.rtf	
.docx	.pdf	.svg	
.gif	.png	.tif	

- 9.15. Postscript printing support** - is required.
- 9.16. Document Property Handling** – The supplier’s solution should be capable of processing documents with the following properties:-

- Single / Multiple Copies

- Single-sided / Duplexed
- A5 to A0
- Mono / Colour
- Booklet Printing
- Multi-Page Printing – 2 or 4 pages from a document printed onto one physical page

**9.17. Monitoring and Reporting** – The supplier’s solution should be a fully managed one and should offer a number of monitoring and reporting capabilities including, but not limited to, the following:

- Centralised administration of documents – The supplier’s solution should offer a mechanism by which the customers IT Service Desk may administer the documents being processed in order to address issues reported.
- The solution should generate automated error / warning messages for all printing and scanning devices attached to the service. Alerts/errors such as low toner, fuser errors or paper jams should be identified by the supplier and actioned pro-actively. Alerts that require customer interaction should be identified by the supplier and issued automatically.
- Generation of reports on numbers of jobs, numbers of pages printed, availability of devices etc.
- Real-time visibility of device status, current faults and issues.
- A “Service and Performance Management” function to provide support for:-
  - Usage statistics
  - High availability of the solution
  - Uptime monitoring

- Recovery / Resolution times for faults and issues

## 10. SCANNING REQUIREMENTS

- 10.1. Scan and Send** – The MHCLG Group requires the ability to utilise the “scan and send” function from Multi-Functional Devices which can support this functionality. This is applicable to those devices that we wish to keep as part of our estate (suppliers should be clear whether they can provide a full scan and send solution for existing retained devices or whether they can provide a limited service such as an SMTP relay only) and any MFDs purchased under the supplier’s solution. The scan and send function must allow for documents to be scanned and e-mailed both within the MHCLG Group and also to external parties. This feature would be needed by all staff on an ad-hoc basis, and preferably will default to emailing to the user’s inbox unless they specify otherwise. It is accepted that the supplier’s own devices are likely to provide a more complete scan and send function than for any MHCLG existing devices that MHCLG group retain for use.
- 10.2. Bulk Scanning** – MHCLG currently utilises a bulk-scanning solution provided by Ricoh (eCopy ShareScan Essentials and Suite Server) to scan ministerial correspondence and upload those documents to their Despatch Box software. MHCLG will require the supplier to provide a like-for-like replacement utilising supplier provided printing devices – there is no requirement to provide bulk scan and send from devices that MHCLG retain from previous manufacturers. The requirement will be for 3 devices to have the Bulk Scanning feature.
- 10.3.** Bulk scanning currently works as follows; MHCLG receives a number of letters each day from external parties via mail. This correspondence must be imported into an online case management system called ‘DespatchBox’. The DespatchBox case management system recognises new correspondence because it will be a uniquely named PDF file and will have been emailed to a specific email address used by DespatchBox for correspondence ingestion. If a member of staff were to individually scan in each piece of correspondence it would take many minutes of staff time to feed these into the MFD, scan them and then remove. Therefore our requirement is to be able to take a large number of letters, which may be of one or many pages and single or double sided, and in a single user initiated action have these all scanned as individual pieces of correspondence in PDF format, given unique filenames (eg if there are 50 pieces of correspondence then there will be 50 unique filenames) and then emailed to the DespatchBox email address. The unique filename allocated to each bulk scanned item can never be repeated (to ensure that DespatchBox is never sent the same filename twice).

## **11. PRINTING AND SCANNING HARDWARE SUPPORT**

- 11.1.** The supplier should provide support for new print and scanning devices including provision of toner/staples, break/fix and engineer visits. This process should be as automated as possible (e.g. engineers and consumables are despatched automatically when an alert is raised by the MFD), though an ability to order consumables manually (preferably online) should still be provided for scenarios where auto-alerting has failed.

## **12. FUTURE PRINTING AND SCANNING HARDWARE PURCHASING**

- 12.1.** Procurement of Printing Hardware – The supplier should provide a route to purchase further printing and scanning devices ranging from Small Office/Home Office Multi-Functional Devices to Enterprise class MFDs and A0 “Plotter” devices to meet future needs by MHCLG or the wider MHCLG Group.

## **13. ADDITIONAL REQUIREMENTS INFORMATION**

- 13.1.** Where suppliers feel that they can add further value to the services MHCLG are procuring, they should provide details of these services in their response and the associated pricing. The pricing for any additional services will NOT form part of the evaluation.
- 13.2.** While MHCLG intends to use this contract as the primary means of sourcing these services, MHCLG also reserves the right to secure printing or scanning services, or any of the optional services, through other contracts / suppliers or via other means (e.g. existing contracts / suppliers or via another procurement exercise). The decision to do so will rest solely with MHCLG.

## **14. CURRENT AND FUTURE DEVICE NUMBERS**

- 14.1.** The MHCLG Group operates from 24 locations around England and Wales with varying numbers of staff and devices, as well as several hundred home-based staff. As part of the development of a service to provide printing and scanning for the new IT solution being implemented, some sites will require additional hardware to be purchased to ensure continuous service. The current asset and volume list can be found at Appendix G.

## **15. IMPLEMENTATION PLAN**

- 15.1.** MHCLG will require the supplier to provide an implementation plan (see Evaluation Document – Appendix D) that clearly sets out the process and timescales for the removal of existing devices and the installation of the new devices. The plan will need to include a

testing phase for the new MFDs and MHCLG expect that the old and new printing systems will run in parallel during the transition phase.

- 15.2.** MHCLG has a strong preference for their regional offices to be deployed to first. However, MHCLG are willing to discuss alternative approaches with the successful supplier post contract award.
- 15.3.** PINS, VTS and EDC do not want to replace their printers and MFDs at the current time – however, they will want to use the cloud printing solution upon contract commencement.

## **16. PROCUREMENT TIMETABLE**

- 16.1.** The table below illustrates the procurement schedule for this contract.

<i>Milestone</i>	<i>Description</i>	<i>Timeframe</i>
1	<b>Draft/Issue ITT</b>	<b>04/03/2019</b>
2	<b>Clarification and Supplier Response Period</b>	<b>04/03/2019-15/03/2019</b>
3	<b>Estimated Contract Award</b>	<b>21/03/2019</b>

## **17. AUTHORITY'S RESPONSIBILITIES**

- 17.1.** The customer will be responsible for fitting replacement toners that have been delivered to site.
- 17.2.** Printer hardware not purchased through this contract and where the customer has not agreed a support service with the supplier, will be the responsibility of the customer to maintain.
- 17.3.** It's the responsibility of the customer to supply the toners for existing printers except where the customer has agreed a support service with the supplier for the relevant device.

## **18. SERVICE LEVELS AND PERFORMANCE**

- 18.1.** The supplier should provide details of all issue response times, service desk operating hours and any other Service Level Agreement information in their response. Here are our standard services level and KPI's which the supplier is expected to provide pricing for. We would like to finalise actual service levels in the contract negotiations.



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**18.2.** Service Level Management is the process by which the Live Services team monitors and manages suppliers to ensure they meet the desired performance levels. The Live Services team will receive performance reports from and hold monthly reviews with the service supplier to discuss any service issues which have arisen as well as any service improvement initiatives.

**18.3.** Servicedesk and Hardware Service Levels/KPIs:

Service Level	Service Description	Service Levels
ServiceDesk	Opening hours of service contact centre for logging of incidents and requests	08.00 to 18.00 Monday to Friday excluding Public Holidays
Standard Response Time	Time elapsed between incident log and engineer arriving at customer site	4 Hours (Average) 6 Hours (Maximum)
Time to fix	Time elapsed between incident log and engineer returning device to a working state	85% within 5 working hours, based on service provided 8am to 6pm Monday to Friday excluding public holidays
First Time fix	Percentage of logged incidents rectified at first visit by engineer	95%
Device Uptime	Percentage of time during service hours printing service is available measured quarterly	97% based on service provided 8am to 6pm Monday to Friday excluding public holidays
Toner Collection	Price charged for removal of Toner Bottles	Free of Charge
Printer Toner	Supported MFDs do not run out of toner – no toner out messages displayed in logs	100%
Complaints and Feedback	Time to acknowledge complaint and respond	24 hours from time of receipt of complaint / feedback

**18.4.** Cloud Hosted Service Levels/KPIs:

Service Level	Service Description	Service Levels
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Cloud Printing Service	Availability of Hosted Cloud Printing Services	98% uptime based on availability 24 hours per day, 7 days a week. This excludes planned outages.
Priority 1	<p>Critical impact on Customer business.</p> <p>That is an Incident that results in a complete MPS Service Failure in a Core Service Group, or any system or MPS Service Failure which affects more than twenty percent (20%) of End Users at any of the MPS sites</p>	97 % within 2 hours (based on service hours of 8am to 6pm Monday to Friday excluding public holidays)
Priority 2	<p>Significant business impact or disruption to Customer business.</p> <p>That is an Incident that results in a partial system or Service Failure of any Cloud Service element which affects more than twenty percent (20%) of End Users.</p> <p>A high-impact incident which causes a loss of the Cloud Service to a defined list of VIP users / departments which will comprise no more than 10% of users.</p>	97% within 4 hours (based on service hours of 8am to 6pm Monday to Friday excluding public holidays)
Priority 3	<p>Minor business impact on a single End User where a workaround exists.</p> <p>A single user's software does not function correctly and action is required.</p>	95% within 1 working days (based on service hours of 8am to 6pm Monday to Friday excluding public holidays)
Priority 4	Cosmetic issue or request for information, advice or guidance	95% within 5 working days (based on service hours of 8am to 6pm Monday to Friday excluding public holidays)

**18.5.** Service Request SLAs

Service Level	Service Description	Service Level
IMACD MFD request	Time to provide an Installation / Move / Change / Decommission printer from receipt of an approved request	7 Days

## 19. SERVICE REPORTING

**19.1.** MHCLG expects the supplier to provide a monthly report of printer usage with details to be agreed between MHCLG and the supplier, but some examples would be:-

- Month-on-month trend analysis.
- Top 10 Printers in use.
- Top 20 users (by volume/cost).
- Mono vs Colour job spread.
- Incident reporting (including fix time and breakdown by priority type).

**19.2.** Supplier to provide a suggested template confirming what information they will provide monthly to meet this requirement.

## 20. INTEGRATION WITH SERVICENOW

**20.1.** MHCLG has recently purchased a ServiceNow tool to underpin the new IT solution and would like to understand how the supplier could utilise this tool in delivering their proposed solution (for MHCLG to request information, report errors etc), though the supplier should assume that it will not be utilised for the purposes of responding to the requirement in this document. Should ServiceNow be useful to the supplier in delivering the service MHCLG will discuss provision of access with the successful supplier. Although ServiceNow integration is not a mandatory requirement, MHCLG are keen to understand whether use of our ServiceNow could increase automation of processes and increase

efficiency. The supplier should indicate how many of its staff it would require to utilise our version of ServiceNow.

## **21. CHANGE MANAGEMENT**

**21.1.** The supplier must follow MHCLG change management process before implementing changes to the service provided.

**21.2.** MHCLG are aware that cloud service provisioning may restrict the ability of the supplier to follow our change management process (for example if the cloud platform was shared with other Government Departments), so we expect to agree the specific change management scenarios after contract award.

## **22. VOLUMES AND SCALABILITY**

**22.1.** Printing and scanning device numbers may rise as user numbers increase, but the total number of devices required throughout the contract is not known. MHCLG requests that the supplier provides details of the scalability of their solution, including the maximum number of devices and users that can be supported on both a per site basis and overall within the solution.

**22.2.** Appendices G provide details of current MFD devices and printing volumes.

## **23. CONTINUOUS IMPROVEMENT**

**23.1.** MHCLG requires the successful supplier to regularly communicate with the department and to ensure that we are made aware of any incentives or new features which become available.

**23.2.** The supplier should seek to offer improvements / enhancements to their services to provide the best value for money to MHCLG at all times.

**23.3.** Any changes to the way in which the services are to be delivered must be brought to MHCLG's attention and agreed prior to their implementation.

## **24. QUALITY**

**24.1.** MHCLG expects the successful supplier to have a proven track record in delivering these services and requires the Supplier to have a proven track record of providing these services to Central Government organisations (see appendix D – evaluation model). It is

imperative that MHCLG contract with a Supplier that can provide a high level of customer service, work collaboratively with other suppliers and meet the needs of our users.

## **25. SECURE STORAGE**

- 25.1.** Suppliers will be required to securely store Multi Functional Devices prior to the rollout. They will need to detail where and how they will securely store the devices and the process for onward delivery and timescales – see Appendix D. Devices will be held in secure storage until required (we anticipate the equipment will be required from May–July 2019). All equipment will then be delivered to MHCLG UK offices or to one of our nominated third party supplier locations within the UK.

## **26. DELIVERIES**

- 26.1.** 24 hours notice of deliveries has to be provided to all MHCLG offices. For deliveries to the 2 Marsham Street office, the driver name, van registration number and courier company details are also required.
- 26.2.** A height restriction of 3.75m (12ft) exists for vehicles using the loading bay at 2 Marsham Street. Vehicles are only permitted in the 2 Marsham Street loading bay for loading / unloading.

## **27. LOCATIONS**

- 27.1.** MHCLG are based at 2 Marsham Street, London, SW1P 4DF and will be the contracting authority. A full list of MHCLG, PINS, VTS and EDC sites is listed at Appendix F.

## **28. DISPOSALS**

- 28.1.** MHCLG require pricing for the secure disposal of printers and MFDs – see Appendix E.

## **29. SUSTAINABILITY**

- 29.1.** The Supplier must demonstrate in its response a commitment to environmental and social sustainability throughout its supply chain and business operations. (see Appendix D).
- 29.2.** The supplier should provide details on any “Green” or “Sustainability” processes or principles which form part of their solution.

### 30. SECURITY REQUIREMENTS

- 30.1.** The supplier's solution should meet with all relevant NCSC guidance, referring to the 14 Cloud Security Principles:  
[www.ncsc.gov.uk/guidance/implementing-cloud-security-principles](http://www.ncsc.gov.uk/guidance/implementing-cloud-security-principles)
- 30.2.** The supplier's solution should provide secure transmission, storage and retrieval of data at "Sensitive" and below.
- 30.3.** The supplier's solution should have configurable retention and deletion policies for all data within the solution including user details.
- 30.4.** Data stored within the cloud data centre location should reside within the UK.
- 30.5.** Security patching of cloud servers should be monthly or as per manufacturer recommendations. Supplier to confirm monthly security patching or confirm manufacturer recommended patching frequency that will be adhered to.
- 30.6.** Software application patches should be applied no later than every 6 months from release date.
- 30.7.** Patches/Updates that will result in downtime/service unavailability to users may only be applied outside of the core service hours. Patches/Updates may be applied within core service hours if the patching will not result in service unavailability to users, for example because the service is resilient. This out of hours requirement does not apply if the patch/update is required to resolve a high priority incident and the customer agrees to the patch/update within core service hours.
- 30.8.** The supplier will be required to provide appropriate secure connection between supplier endpoint devices (i.e. MFDs) and cloud services, for example via TLS, VPN etc. Note that our internal building wifi/LAN network is not a fully trusted internal network and hosts both corporate and guest devices – all corporate devices make their own secure connection to our cloud services.
- 30.9.** Any security certificates required in the delivery of service should be provided by the supplier.
- 30.10.** Supplier staff visiting sites will need to be baseline cleared apart from at 2 Marsham Street where the clearance required at site is CTC level. Should supplier staff require access to the live system, SC clearance will be required.

### **31. GDPR – Appendix H**

**31.1.** GDPR requirements are detailed at Appendix H.

### **32. TUPE**

**32.1.** This contract will not involve the transfer of staff from the incumbent supplier.

### **33. INTELLECTUAL PROPERTY RIGHTS (IPR)**

**33.1.** N/A

### **34. PRICE**

**34.1.** The supplier must complete the Pricing Schedule Appendix E providing prices. The costs in the highlighted cells will be used to evaluate and score the pricing element of the proposal.

**34.2.** MHCLG expect the supplier to benchmark pricing on an annual basis.

**34.3.** Prices are to be submitted via the e-Sourcing Suite using Appendix E, excluding VAT.

### **35. PURCHASE/RESIDUAL VALUE OF EXISTING MFDs**

**35.1.** MHCLG has a requirement for the majority of existing Ricoh MFDs deployed across the estate to be disposed of (as per earlier table confirming existing devices and whether to be retained). MHCLG expects suppliers to provide an amount in the pricing matrix that they will be willing to pay for these devices or what they will reduce the price of the new devices by.

### **36. PAYMENT**

**36.1.** Confirmed orders will be accompanied with Purchase Orders of the relevant value. Invoicing should be provided monthly in arrears.

**36.2.** MHCLG requires the successful supplier to have the new MFDs in stock, and to invoice for the hardware, by the end of March 2019. This is a mandatory requirement – see Appendix D.