

FRAMEWORK SCHEDULE 2: GOODS AND SERVICES AND KEY PERFORMANCE INDICATORS

PART A: GOODS AND SERVICES

LOT 3 – MANAGED PRINT AND CONTENT MANAGEMENT SERVICES

1. INTRODUCTION

- 1.1. Crown Commercial Service (CCS) (the “Authority”) is seeking to establish a Framework Agreement for the provision of Managed Print and Content Management Services for all UK Central Government Departments and Wider Public Sector Organisations (“Contracting Authorities”).
- 1.2. This Framework Agreement will be managed by the Authority and Call Off Contracts will be managed by Contracting Authorities.
- 1.3. The duration of the RM3781 Framework Agreement for Lot 3 is four (4) years (48 months), with a maximum Call Off Contract period of seven (7) years (84 months).
- 1.4. The purpose of Lot 3 is to appoint a number of Suppliers who shall be responsible for the provision of a tailored, Fully Outsourced Solution comprising of both a Managed Print Service and a Content Management Service.
- 1.5. The provision of a Managed Print Service has historically been the primary requirement for Contracting Authorities, however this Lot 3 will also provide Contracting Authorities with the option of an enhanced Content Management Service through a Fully Outsourced Solution.
- 1.6. The Supplier shall work with Contracting Authorities to build upon any efficiencies and savings achieved through existing or previous contracts and drive towards the provision of a ‘next generation’ Managed Print and Content Management Service which identifies and delivers cost savings and efficiencies linked to the wider business process optimisation and automation.
- 1.7. Managed Print and Content Management Services may be procured via Further Competition between the successful Suppliers and the Contracting Authorities.
- 1.8. The Supplier shall provide all aspects of the requirements for Lot 3 as set out in this Framework Schedule 2.
- 1.9. The Authority placed a Prior Information Notice (the PIN notice) - 2015/S 241-437566 which was published on 12/12/2015 in the Official Journal of the European Union (OJEU).
- 1.10. This procurement has been advertised by publishing a Contract Notice in the OJEU under the open procedure in accordance with the Public Contracts Regulations 2015 (the “Regulations”).

2. SCOPE OF THE REQUIREMENT

- 2.1. Lot 3 Managed Print and Content Management Services is for the provision of a Fully Outsourced Solution which enables the strategic management of information including printed output and which will be tailored to the requirements of Contracting Authorities.

- 2.2. The Supplier shall provide as part of the overall delivery of a Fully Outsourced Solution hardware, Software, applications and ongoing management of the solution including advice and recommendations.
- 2.3. The core requirements of a Managed Print Service are as detailed in paragraph 2.4. The charges associated with the provision of the core requirements shall be included in the Supplier's maximum Framework prices for Contracting Authorities in accordance with Framework Schedule 3 - (Prices and Charging Structure).
- 2.4. The core requirements detailed above shall include but not be limited to:
- optimal range of equipment;
 - security management technology;
 - inventory management;
 - online notification system;
 - automated workflow/ business optimisation process;
 - advice/ recommendations;
 - third parties and multi-vendor fleet management;
 - supporting a mobile workforce;
 - management information and invoicing;
 - hardware/ Software upgrades;
 - training;
 - finance options;
 - post-order maintenance Services;
 - supplier personnel and vetting.
- 2.5. The core requirements of a Managed Print Service may also comprise of Enhanced Services defined as Content Management Services and shall only be delivered to Contracting Authorities as a Fully Outsourced Solution as detailed in paragraphs 2.4 and 2.6. The charges associated with the provision of the Managed Print and Content Management Services Fully Outsourced Solution must be applied in accordance with Framework Schedule 3 – (Prices and Charging Structure) and as agreed with Contracting Authorities at Call Off stage.
- 2.6. The enhanced Content Management Services detailed above shall include;
- document/ information lifecycle optimisation;
 - Electronic Document and Records Management Systems (EDRMS);
 - hybrid mail.
- 2.7. The Supplier shall be aware that the core requirements and the Enhanced Services are not exhaustive and in utilising this Lot the Supplier shall recognise that Contracting Authorities will specify their own requirements at Call Off subject to their requirements being relevant to the overall scope of this Lot.
- 2.8. The Supplier shall be aware that paper falls outside of the scope of this requirement however should Contracting Authorities require the Supplier to source paper on their

behalf as part of the Managed Service then the Supplier shall do so via compliant other routes as instructed by Contracting Authorities.

- 2.9. The Managed Print and Content Management Services shall not include the supply of paper. The Supplier shall source the supply of paper via compliant routes if requested by Contracting Authorities.
- 2.10. The Managed Print and Content Management Services shall not include the provision of an inbound mail Service. The Supplier shall source an inbound mail Service via compliant routes as requested by Contracting Authorities.
- 2.11. The Supplier shall use their own skills, experience and judgement when responding to Contracting Authorities in deciding how the Fully Outsourced Solution shall be delivered to ensure that Contracting Authorities' specific requirements remain within the scope of the requirements of this Lot.

3. MANDATORY REQUIREMENTS – MANAGED PRINT AND CONTENT MANAGEMENT SERVICES

This section provides details of the mandatory Managed Print and Content Management Services that the Supplier shall be able to fulfil in their entirety in order to meet the requirements of this Framework Agreement.

- 3.1. The Supplier shall manage the Contracting Authorities' print strategy by delivering a new print strategy or optimising an existing print strategy as a minimum through the implementation of best practices, more efficient approaches to the printing operation and changing the behaviour of Contracting Authorities' Users across the organisation.
- 3.2. The Supplier shall tailor each solution to meet the individual requirements of Contracting Authorities as agreed at Call Off stage.
- 3.3. Services may be conducted on-site at Contracting Authorities' premises or off-site at Supplier premises, as required by Contracting Authorities.
- 3.4. The Supplier shall work proactively with Contracting Authorities to deliver the following key objectives in the provision of Managed Print and Content Management Services under this Framework Schedule 2.
 - **Cost Savings** – The Supplier shall deliver significant cost savings to Contracting Authorities through the elimination of unnecessary or duplicated effort and by keeping all administration costs to a minimum.
 - **Resource Savings** – The Supplier shall deliver significant savings for Contracting Authorities by implementing Lean Management practices, which reduce the resource required by Contracting Authorities to manage the Call Off Contract. These resource savings may relate to time, headcount and/or process improvements.
 - **Service Quality** – The Supplier shall deliver a consistently high quality of Service to Contracting Authorities through a dedicated Quality Department consisting of appropriately experienced Supplier Personnel, who have knowledge of Contracting Authorities' requirements.
 - **Environment and Sustainability** – The Supplier shall set out improvement plans to provide increased sustainability (related to both the Equipment and

resource), reduce environmental impacts of running the Service and support technology improvements that enable further benefits across all areas.

3.5. Managed Print Services

3.5.1. Optimal range of Equipment

- 3.5.1.1. The Supplier shall continually provide solutions which determine the most suitable and optimal range of Equipment across the Contracting Authorities' Print Environment including both new and Legacy Equipment. In addition, the Supplier shall ensure that Users continually benefit from a consistent User interface and functionality across the Contracting Authorities' organisation.
- 3.5.1.2. The Supplier shall ensure at all times that the range of Equipment proposed remains in line with the Contracting Authorities' print strategy specified at the outset of the Call Off Contract.
- 3.5.1.3. The Supplier shall ensure that the range of Equipment proposed accommodates Contracting Authorities' changing business environments throughout the duration of the Call Off Contract.
- 3.5.1.4. The Supplier shall adapt to changes which may occur as a result of the Call Off Contract being scaled up or down to reflect the organisation at particular points in time, examples of this may be a change in the number of Contracting Authorities' Users, changes in locations and/ or changes in the nature of work activities. Key to this will be the specified Contracting Authorities' User: Device Ratio.
- 3.5.1.5. The Supplier shall ensure that the range of Equipment proposed provides an acceptable User per Device ratio of twenty (20) Users per a single Device is agreed as a minimum, unless otherwise specified by Contracting Authorities at Call Off stage. The Supplier shall ensure this ratio is redefined, to reflect the individual and bespoke requirements of the Service specified by Contracting Authorities at Call Off stage.
- 3.5.1.6. The Supplier shall ensure at all times that the range of Equipment proposed supports Contracting Authorities controlling any inefficiencies identified associated with printed documents through reductions in energy consumption, waste consumables and paper usage.

3.5.2. Security Management Technology

- 3.5.2.1. The Supplier shall ensure that the range of Equipment proposed maximises the technical capabilities and improves the secure management of printing including, but not limited to, secure print functionality/ User authentication or proximity printing. This shall ensure that only authorised documents can be printed, in order to avoid the likelihood of commercial, confidential or sensitive material being inadvertently printed and/ or left at Devices.

3.5.3. Inventory Management

- 3.5.3.1. The Supplier shall obtain details relating to the Contracting Authorities' ownership of all Legacy Equipment, to include as a minimum, lease costs, service costs and contract end date(s) during the Implementation Period unless otherwise specified by Contracting Authorities.
- 3.5.3.2. The Supplier shall maintain a detailed inventory of all Devices including new and Legacy Devices, and update this at regular intervals, as required by Contracting

Authorities. The information which the Supplier shall provide in the detailed inventory shall include, but not be limited to:

- the correct configuration and the status of the Device;
- 'new' Devices which have been installed;
- Devices which have been moved between locations;
- Devices which have had their configurations changed;
- Devices which have been removed and disposed of.

3.5.3.3. The Supplier shall run an Install, Move, Add, Change and Dispose (IMACD) process to ensure that all Devices remain fully managed and supported throughout the Call Off Contract period and the Device lifecycle as agreed at Call Off stage. This shall ensure that where a Device has moved physical location but retained the same IP address, the Consumables will be shipped to the correct location.

3.5.3.4. The Supplier shall provide flexibility around the management, (re)location and (re)deployment of Devices throughout the duration of the Call Off Contract. The Supplier shall provide the flexibility without charge unless otherwise agreed with Contracting Authorities

3.5.4. Online notification system

3.5.4.1. The Supplier shall provide an online notification system to Contracting Authorities which details issues regarding the functional status of Devices as agreed at Call Off stage. These details shall include, but not be limited to:

- alerts for low Consumables/ toner;
- paper jams,
- poor quality print;
- any other fault or Device error code that may result in loss of Device functionality.

3.5.4.2. The Supplier shall ensure that the online notification system provides notifications which identify the physical location of the Device in need of attention and which also identify the correct parts, configurations and settings to be restored once the intervention is complete, unless otherwise specified by Contracting Authorities.

3.5.5. Automated Workflow / Business Process Optimisation

3.5.5.1. The Supplier shall work proactively with Contracting Authorities to optimise document/ information workflows and business processes and eliminate manual tasks associated with documents and information, as agreed at Call Off stage.

3.5.5.2. The Supplier shall provide advice and recommendations which outline to Contracting Authorities guidance regarding how documents and information are:

- handled;
- indexed;
- processed and;
- stored.

3.5.5.3. The Supplier shall deploy Software where required, in the provision of the advice and recommendations to manage and streamline the movement of documents and information throughout the organisation as agreed with Contracting Authorities.

3.5.6. Third Parties and Multi-Vendor Fleet Management

- 3.5.6.1. The Supplier shall manage all third party multi-vendor Legacy Equipment as part of the Fully Outsourced Managed Print and Content Management Services as specified by Contracting Authorities at Call Off stage.
- 3.5.6.2. The Supplier shall manage both third party multi-vendor Legacy Equipment which is owned by Contracting Authorities and also third party multi-vendor Legacy Equipment which is leased via other legacy contracts, as agreed with Contracting Authorities.
- 3.5.6.3. The Supplier shall ensure where third party multi-vendor Legacy Consumables are required for the Equipment, the Consumables are not stored on Contracting Authorities' premises without their consent.
- 3.5.6.4. The Supplier shall optimise the Contracting Authorities' print environment by ensuring that there is a mix of new and Legacy Devices across Contracting Authorities' organisations throughout the duration of the Call Off Contract, where this is the most efficient approach to delivering the Service.
- 3.5.6.5. The Supplier shall recognise in optimising the print environment, that Contracting Authorities may not require a solution that involves the immediate replacement of all Legacy Equipment and associated support arrangements at the outset of the Call Off Contract. The Supplier shall ensure that this approach is adopted where it is the most efficient approach to delivering the Services.
- 3.5.6.6. The Supplier shall regularly review Contracting Authorities' print strategies and associated print environments, at intervals to be agreed with Contracting Authorities at Call Off stage. The Supplier shall ensure that the review includes all Contracting Authorities' sites that utilise third party multi-vendor Legacy Equipment.
- 3.5.6.7. The Supplier shall ensure that through the review conducted, printed documents are managed in such a way that they are directed to the most efficient and cost effective Device(s). An example of which may be that any print jobs over a certain volume are automatically routed to a Central Print Room.
- 3.5.6.8. The Supplier shall work with third parties and obtain any necessary agreement where appropriate to support the review conducted.

3.5.7. Supporting a Mobile Workforce

- 3.5.7.1. The Supplier shall provide solutions that enable Contracting Authorities to print easily and securely from any location/ site throughout the Contracting Authorities' print estate at any point in time as agreed with Contracting Authorities.

3.5.8. Management Information and Invoicing

- 3.5.8.1. The Supplier shall use its management information to ensure that the range of Equipment utilised or proposed accommodates Contracting Authorities' ongoing changing business environments throughout the duration of the Call Off Contract.
- 3.5.8.2. The Supplier shall work with Contracting Authorities to ensure that all reporting and invoicing requirements are clearly understood and agreed at the Call Off stage and shall include the following as a minimum:

3.5.9. Device-Based Management Information:

The Supplier shall provide Contracting Authorities with relevant and appropriate Management Information, including but not limited to, Device-level reporting on the actual usage of:

- printing;
- faxing;
- copying;
- scanning;
- colour or mono;
- paper size (A4 and A3).

3.5.10. User-Level Management Information and recommendations:

The Supplier shall provide Contracting Authorities with relevant and appropriate Management Information (MI) and recommendations which aim to improve the following areas, including but not limited to:

- deployment;
- configuration;
- workflow;
- environmental impact.

3.5.11. Cost Savings Management Information:

The Supplier shall provide regular updates to Contracting Authorities on reductions in print volumes and associated cost savings as part of the on-going Service throughout the Call Off Contract. The Supplier shall provide any such updates in accordance with the frequency and particular MI requirements to be specified by Contracting Authorities at Call Off stage but shall provide, as a minimum, monthly reports at no additional cost to Contracting Authorities.

3.5.12. Invoicing:

The Supplier shall provide a consolidated invoicing approach as standard for the Services including for third parties and multi-vendor fleet management Services unless otherwise specified by Contracting Authorities at Call Off stage.

3.5.13. Hardware/ Software Upgrades

3.5.13.1. The Supplier shall provide an approach as part of the Managed Print and Content Management Service which enables Contracting Authorities to consider technological upgrades (both hardware and Software) as part of the Call Off Contract, when 'new' technology is launched, which is able to deliver considerable operational and financial benefits to Contracting Authorities. The Supplier shall be aware that upgrading of technology should not normally occur where the cost outweighs the benefit.

3.5.14. Training

3.5.14.1. The Supplier shall provide training for all Equipment supplied as part of Services as agreed with Contracting Authorities at Call Off stage. The Supplier shall specify the minimum training requirements to Contracting Authorities prior to Equipment delivery and installation and shall ensure that training is provided in accordance with requirements specified by Contracting Authorities at Call Off stage.

- 3.5.14.2. The Supplier shall deliver focussed training and/or refresher training upon request by Contracting Authorities for groups of Users with any such training requirements at no additional cost to Contracting Authorities.
- 3.5.14.3. The Supplier shall provide comprehensive training that ensures Contracting Authorities Users are fully appraised to ensure the effectiveness of the Services and all elements of the solutions provided at no additional cost to Contracting Authorities.

3.6. Due Diligence

- 3.6.1. The Supplier shall conduct a due diligence process prior to implementation of a Call Off Contract to establish a baseline of Contracting Authorities' costs associated with the previous delivery of the contracted services, which shall form the basis of the ongoing contractual relationship and shall also form a comparison for identified savings. The Supplier shall ensure that the process for establishing the baseline are explicitly agreed by Contracting Authorities.
- 3.6.2. The Supplier shall support varying levels of due diligence and audit processes which are robust and able to cater for multi-vendor sites, including but not limited to the following:
- use of manual or automated tools for measuring output;
 - use of secondary research/ Data in order to provide a view of current costs;
 - more sophisticated approaches to assessing information/document workflow.
- 3.6.3. The Supplier shall work with Contracting Authorities to evaluate their strategies and shall ensure these are based on optimising productivity, ensuring long term cost reductions and return on investment for Contracting Authorities.
- 3.6.4. The Supplier shall liaise with the previous supplier(s) where appropriate to identify whether Contracting Authorities are able to take advantage of any preferential buy out terms for lease settlement from the previous supplier's equipment. The Supplier shall agree with Contracting Authorities any approach which is deemed to be cost effective.
- 3.6.5. The Supplier shall conduct assessments and audits as part of the Services in order to meet the requirements described in paragraphs 3.6.1 and 3.6.3.
- 3.6.6. The Supplier shall ensure that all Data collected and proposals made as a result of audits and due diligence processes, conducted via this Framework Agreement, are treated as confidential and shall not be disclosed or shared with any third parties without receiving prior written permission from Contracting Authorities.
- 3.6.7. The Supplier shall ensure that only Supplier Personnel engaged, in connection with audit and due diligence processes, conducted via this Framework Agreement shall be given access to Data and confidential information obtained from Contracting Authorities, and shall be shared only as strictly necessary for the performance of the audit and due diligence processes and resulting advisory Services as agreed with Contracting Authorities at Call Off stage.
- 3.6.8. The Supplier shall ensure that all Data collected and proposals made as a result of audits and due diligence processes, conducted via this Framework Agreement remain the property of Contracting Authorities.
- 3.6.9. The Supplier shall sign a Non-Disclosure Agreement (NDA)/ confidentiality-undertaking if requested by Contracting Authorities, prior to commencement of the Services under the Call Off Contract, to ensure that the intellectual property of Data is retained by Contracting Authorities and confidentiality of the Data is protected.

3.6.10. The Supplier shall ensure that all Data collected as part of the Services is held securely for the duration of the Call Off Contract and transmitted back to Contracting Authorities unless otherwise specified by Contracting Authorities.

3.7. Implementation Plan

3.7.1. The Supplier shall follow an Implementation Plan for all Call Off Contracts, as minimum this Implementation Plan shall include, but not be limited to the following activities:

- assign a Project Manager;
- deploy consultants (if required by Contracting Authorities);
- assess Contracting Authorities' existing strategy;
- assess how Contracting Authorities produce, share, secure and access documents and information
- review the current situation and determine what, if any, new technology / Equipment / Software is required;
- implement the SLA specified by Contracting Authorities at Call Off stage;
- implement communications strategies specified by Contracting Authorities at Call Off stage;
- test the solution;
- train Contracting Authorities' personnel / Users;
- finalise risk-associated specific clauses/conditions e.g. relating to TUPE;
- determine ownership of assets and Intellectual Property Rights (IPR);
- assign commercial liabilities between the parties.

3.7.2. The Supplier shall agree with Contracting Authorities the period that the Implementation Plan will cover with an agreed and defined start and end date.

3.7.3. The Supplier shall appoint an implementation team with a named manager and a named deputy manager, and each manager shall have a minimum of two (2) year's experience in a relevant (Managed Print and Content Management Services) environment.

3.7.4. The Supplier shall provide the names of these managers to Contracting Authorities within five (5) working days of the Call Off Contract Commencement Date unless otherwise specified by Contracting Authorities.

3.7.5. The Supplier shall maintain a sufficient level of appropriately skilled and knowledgeable resources during the Implementation Period.

3.7.6. The Supplier shall deliver all requirements of the Implementation Plan within the timescales specified and to the satisfaction of Contracting Authorities.

3.7.7. The Supplier shall work co-operatively with Contracting Authorities' previous supplier(s) to ensure a systematic, planned and robust transfer of service as specified at Call Off stage.

3.7.8. The Supplier shall ensure that all details relating to lease and Service Revenue costs for Legacy Equipment where ownership is transferred to the Supplier under the Call Off Contract shall be obtained from the Contracting Authorities previous supplier(s). The details shall include, but shall not be limited to, the following:

- Device model and peripheral accessories;
- commentary on the condition of the Device;
- serial Number of the Device;
- location of the Device;
- named contact for the Device;
- lease cost and payment frequency for the Device;
- term of the Lease Agreement for the Device;
- Lease Agreement start date;
- Lease Agreement end date;
- service cost and payment frequency for the Device;
- details of the last three (3) months service history.

3.7.9. The Supplier shall ensure that Contracting Authorities are the final governing body in resolving issues with the previous supplier(s) in line with the Contracting Authorities' stated requirement.

3.8. Supplier Change Over Management

3.8.1. The Supplier shall develop and present to the Contracting Authorities at Call Off stage a Supplier change over management process which includes absolute clarity and transparency as to how the changeover will be managed at both the commencement and/ or expiry of the Call Off. As a minimum this shall include, but shall not be limited to, the following:

- a mission statement outlining how they will work with the legacy supplier where they are either the outgoing Supplier or the incoming Supplier, to minimise disruption to the Contracting Authorities
- a communications strategy outlining how they will agree, plan and implement an agreed exit and entry strategy with legacy and new suppliers in line with Call Off Schedule 9 – (Exit Management), where they are either the outgoing Supplier or the incoming Supplier;
- details of the timescales involved for the changeover and how this will be completed within the agreed period (perhaps on a phased basis) to suit all Contracting Authorities' stakeholders, User groups and departments.
- details of how the Supplier will ensure agreed timescales are adhered to as set out by Contracting Authorities, where they are either the outgoing Supplier or the incoming Supplier;
- details of the planning process in terms of a schedule of change, fully project managed by the Supplier, where they are either the outgoing Supplier or the incoming Supplier. The Supplier shall be expected to submit this document to Contracting Authorities' stakeholders for approval. Where changes are sought, the Supplier shall accommodate all Contracting Authorities' requirements;
- how the transfer of records from the current Electronic Document Records Management System (EDRMS) to any new EDRMS shall be managed where they are either the outgoing Supplier or the incoming Supplier in accordance with paragraph 3.9.4 and the requirements of Contracting Authorities, where applicable.

- 3.8.2. The Supplier shall upon expiry of their Call Off Contract liaise with the new supplier to identify whether Contracting Authorities are able to take advantage of preferential buy out terms for the lease settlement of their Equipment.
- 3.8.3. The Supplier shall upon expiry of their Call Off Contract, work in accordance to the Supplier change over management process in each of the following situations:
- where ownership of a Device is transferred to the new supplier, if appropriate;
 - managing the support and maintenance of Equipment retained by the Contracting Authorities in accordance with Service Level Agreement (SLA);
 - removing Equipment from site in line with the SLA;
- 3.8.4. The Supplier shall adhere to all Contracting Authorities' site requirements during the Supplier change over management process, including but not limited to:
- security requirements;
 - health and safety regulations;
 - identification requirements for personnel;
 - requirements for personnel to be accompanied by Contracting Authorities' nominated person.
- 3.8.5. The Supplier shall upon expiry of their Call Off Contract ensure that the following procedures are adhered to unless otherwise specified by Contracting Authorities, where ownership of a Device is transferred to the incoming supplier or removal from site is required within the change over management process:
- the Contracting Authorities' key operator shall be notified and instructed to provide the final meter reading;
 - the removal Device paperwork shall contain a simple tick sheet which indicates the condition of the Device at the time of removal. Any damage to the Device shall be clearly highlighted on the tick sheet.
- 3.8.6. The Supplier shall upon expiry of their Call Off Contract ensure that Contracting Authorities are fully appraised at all stages of the Supplier changeover management process and ensure that where issues arise that Contracting Authorities make the final decision in the resolution of issues.
- 3.8.7. The Supplier shall upon expiry of their Call Off Contract take the lead responsibility in all of the above aspects related to the change over management process unless otherwise specified by Contracting Authorities.

3.9. Enhanced Content Management Services

- 3.9.1. The Supplier shall provide the option of Enhanced Services to those Contracting Authorities who wish to take a more strategic approach to their Managed Print requirements and their information / document workflows and business processes to enable reduction of internal print costs and drive increased efficiencies.
- 3.9.2. The charges associated with the provision of the enhanced Content Management Services must be applied in line with Framework Schedule 3 – (Framework Prices and Charging Structure) and as agreed with Contracting Authorities at Call Off stage.
- 3.9.3. Document/ information lifecycle optimisation
- 3.9.3.1. The Supplier shall develop and present to Contracting Authorities a process of how they will analyse and optimise the 'document/ information lifecycle'

throughout the Contracting Authorities' organisation. The Supplier shall demonstrate in their presentation to Contracting Authorities how the process creates opportunities for:

- creating more efficient workflows and business processes;
- cost savings;
- security improvements.

3.9.3.2. The Supplier shall work with Contracting Authorities to agree the process above.

3.9.3.3. The Supplier shall as part of analysing and optimising the 'document/ information lifecycle' in line with the process agreed, continually improve how documents and information are:

- captured (how documents/information are produced/ created);
- transformed (how documents/ information are shared and moved around the organisation);
- managed (how documents/ information are used, accessed and secured).

3.9.3.4. The Supplier shall ensure that all Data and information collected in the provision of the Content Management Services is treated as confidential and is not disclosed or shared with any third parties without receiving prior written permission from Contracting Authorities.

3.9.3.5. The Supplier shall ensure that only Supplier Personnel engaged in the provision of the Content Management Services are given access to Data and confidential information obtained from Contracting Authorities. The Supplier shall only share Data and confidential information when agreed with Contracting Authorities and as necessary for the performance of the Services.

3.9.3.6. The Supplier shall ensure that all Data collected in the provision of the Content Management Services remains the property of Contracting Authorities.

3.9.4. Electronic Document and Records Management Systems (EDRMS)

3.9.4.1. The Supplier shall continually throughout the Call Off Contract provide advice to Contracting Authorities in respect of the transition to a 'paperless environment' and provide suitable methods to enable paper documents to be converted to electronic format, also known as digitisation.

3.9.4.2. The Supplier shall deliver EDRMS as part of a Managed Print and Content Management Service as specified by Contracting Authorities, which include but are not limited to the functions and attributes below:

- enable Users to access documents/ information instantaneously via their PC, laptop or mobile device;
- enable current, new and legacy Data and materials to be transferred into the system;
- ensure records to be stored in the EDRMS are generated and supported using a non-proprietary format;
- provide E-discovery Services to allow Users to review and process unstructured Data;
- generate records in a ubiquitous or open source format;
- enable ease of Data extraction and retrieval of records from the system.
- safeguard all Data
- ensure Records that are no longer needed are disposed of according to the Contracting Authorities policies
- ensure compliance with relevant legislation and Codes of Practice

- provide a range of flexible and secure storage options to enable Contracting Authorities to securely store Data
 - provide a storage facility at the Supplier's premises to store documents prior to them being digitised (i.e. back scanning or scan on demand)
 - provide scanning Services either on-site at Contracting Authorities premises or off-site at the Supplier premises.
- 3.9.4.3. The Supplier shall provide an uncorrupted version of the Contracting Authorities' Data and records in electronic form as and when requested.
- 3.9.4.4. The Supplier shall cease to use the Contracting Authorities' Data and records on expiry or termination of the Call Off Contract.
- 3.9.4.5. The Supplier shall erase Contracting Authorities' Data from any computers, storage Devices and storage media that are to be retained by the Supplier on expiry or termination of the Call Off Contract within a period as specified by Contracting Authorities but to be no later than 28 days following Call Off expiry or termination.
- 3.9.5. Hybrid Mail
- 3.9.5.1. The Supplier shall have the capability to provide a wholly secure, on-site and/or off-site Hybrid Mail Solution to Contracting Authorities as part of the Fully Outsourced Managed Print and Content Management Services, where the Supplier shall receive work electronically and/or physically and shall be responsible for the printing, addressing, enveloping and delivery (electronic and/or physical) of mail items, as specified by Contracting Authorities at Call Off stage
- 3.9.5.2. The Supplier shall provide a mail optimisation solution as part of the Managed Print and Content Management Services as specified by Contracting Authorities at Call Off stage, to improve and streamline how mail is received, sorted and distributed throughout Contracting Authorities' organisations.
- 3.9.5.3. The Supplier shall automate inbound and/ or outbound mail processes where possible and as agreed with Contracting Authorities, to create efficiencies and reduce costs with the following being examples of this:
- enabling Contracting Authorities mail room and Print Room to work more closely and drive increased efficiencies and cost savings.
 - centralise print and production processes from multiple sites by routing Data/ information to a centralised point, where it can then be printed, enveloped and dispatched for delivery to the addressee.
 - making available a range of electronic and physical delivery options to Contracting Authorities including, but not limited to, SMS or email and supporting Software where required.
- 3.9.5.4. The Supplier shall deliver automation by specialist Software in the provision of the hybrid mail management optimisation solution as part of the Managed Print and Content Management Services, as agreed with Contracting Authorities at Call Off stage.
- 3.9.5.5. The Supplier shall provide a digitised solution which shall be provided and operated within Contracting Authorities' premises and shall utilise existing Equipment, including but not limited to Devices and Software licences.

- 3.9.5.6. The Supplier shall ensure that the Software utilised in the delivery of the hybrid mail management optimisation solution to Contracting Authorities meets the Web Content Accessibility Guidelines (WCAG) 2.0, AA standard.

4. MANDATORY REQUIREMENTS – POST ORDER MAINTENANCE SERVICES

This section provides details of the mandatory post order maintenance Services that the Supplier shall be expected to fulfil as a minimum in order to meet the requirements of this Framework Agreement.

4.1. Maintenance Services and Support

4.1.1. The Supplier shall provide a comprehensive post order maintenance and support service that is capable of fulfilling the demands of Contracting Authorities for both standalone and networked Equipment, including Software, supplied and/or managed as part of the Services as agreed with Contracting Authorities at Call Off stage.

4.1.2. The Supplier shall provide a post order maintenance and support service which provides the following:

- installation;
- testing;
- connection to the network (if required);
- Equipment training;
- preventative / proactive and break-fix maintenance;
- Software support and maintenance;
- remote support;
- network support;
- parts, firmware, toner, Consumables and staples.

4.1.3. The Supplier shall ensure that all Supplier Personnel carrying out any of these Services are fully trained to the manufacturer's specification.

4.1.4. The Supplier shall ensure that the post order maintenance and support provided to Contracting Authorities minimises the risk of downtime, and ensures business continuity as agreed with Contracting Authorities at Call Off stage.

4.1.5. The Supplier shall carry out proactive and remote diagnostic checks on Devices through the use of monitoring Software and automated alerts where requested by Contracting Authorities. The Supplier shall ensure the swift interrogation and resolution of all faults detected, either remotely or by despatching an engineer to attend the Device on-site.

4.2. Helpdesk Support

4.2.1. The nominated helpdesk shall cover all aspects of Contracting Authorities' requirements in relation to both Managed Print and Content Management Services.

4.2.2. The Supplier shall provide as a minimum, maintenance and helpdesk / support during core operational hours between the hours of 09:00 to 17:00 hrs Monday to Friday, excluding UK Bank Holidays.

4.2.3. The Supplier shall provide the following facilities as a minimum, unless otherwise specified by and at no additional cost to Contracting Authorities:

- log support calls with a helpdesk by email or by phone.

- log calls through automated alerts direct from each networked digital Device, where this is specifically authorised and facilitated by Contracting Authorities.
- receive telephone support for all Equipment, including Software.
- receive remote support via the network where this is specified, authorised and facilitated by Contracting Authorities.
- provide specialist I.T. telephone, remote access and field support where requested by Contracting Authorities.
- progress reports on service calls / problem fixes to Contracting Authorities via the Supplier's helpdesk.

4.2.4. The Supplier shall provide extended service hours outside of the core operational hours (i.e. weekends, UK Bank Holidays and/or out of hours), when requested by Contracting Authorities. These extended Services will be chargeable to Contracting Authorities and will be agreed at the Call Off stage.

4.2.5. The Supplier shall provide Contracting Authorities with a single point of contact for this Service, including a unique free phone number which must be accessible from UK Landlines, mobile telephones and overseas via a UK dialling code

4.3. **Incident Reporting**

4.3.1. The Supplier shall immediately report any incident affecting the delivery of the Services to Contracting Authorities. The Supplier shall undertake an immediate investigation and shall provide feedback in writing to Contracting Authorities including corrective actions required and any trends that may be observed within one (1) working day.

4.4. **Consumables Management**

4.4.1. The Supplier shall provide and store Consumables for Contracting Authorities as part of the Managed Print and Content Management Services, including all elements required during a Device lifecycle such as toner, staples and Customer Replaceable Units (CRU).

4.4.2. The Supplier shall provide Consumables to Contracting Authorities on a proactive and timely basis. Where authorised by Contracting Authorities, these shall be provided through an automated/ electronic facility.

4.4.3. The Supplier shall provide an appropriate (re)ordering and replenishment process for Consumables which minimises the level of interaction required between the Supplier and Contracting Authorities.

4.4.4. The Supplier shall support requirements defined in paragraph 4.4.1 for optimal range of equipment, to ensure that the correct part is shipped to the correct location and can be easily identified and linked to the requesting Device on receipt by Contracting Authorities.

4.4.5. The Supplier shall provide third party multi-vendor Consumables in accordance with paragraph 3.5.6.3 as part of the Managed Print and Content Management Services, where required by Contracting Authorities.

4.4.6. The Supplier shall store Consumables on Contracting Authorities premises only with the prior consent of Contracting Authorities.

4.5. Automated Meter Reading

- 4.5.1. The Supplier shall accept automated meter readings from Contracting Authorities by web-based online portal, telephone, email and/ or fax or by any other means agreed with Contracting Authorities in advance.
- 4.5.2. The Supplier shall accept automated meter readings directly from each networked digital Device, where this is specifically authorised and facilitated by Contracting Authorities.
- 4.5.3. The Supplier shall offer alternatives to the traditional quarterly automated meter reading where it is authorised by Contracting Authorities

4.6. Up Time

- 4.6.1. The Supplier shall ensure, as a minimum, that 97% Up Time is achieved, as measured over any two (2) consecutive rolling quarterly periods (e.g. 62 days in a quarter at 8 hours per day, the Supplier shall ensure that all Primary Functions are available and supported for 481 hours, as a minimum).
- 4.6.2. The Supplier shall work closely with Contracting Authorities to incorporate Up Time performance into the Call Off Contract requirements and determine whether the measurements should be device specific or based upon the entire fleet availability (i.e. if one device fails does the User have access to an alternative within close proximity);

4.7. First Time Fixed Rate

- 4.7.1. The Supplier shall ensure, as a minimum, that the First Time Fix Rate is not lower than 95%, when measured over any two (2) consecutive rolling quarterly periods.
- 4.7.2. The Supplier shall have in place a detailed escalation reporting procedure to activate corrective steps where they have failed to meet First Time Fixed Rate of 95%, when measured over any two (2) consecutive rolling quarterly periods.

4.8. Response Times

- 4.8.1. The Supplier shall ensure that the maximum average Response Time is four (4) working hours for non-Print Room Equipment and two (2) working hours for Print Room Equipment, when measured over any two (2) consecutive rolling quarterly periods. The Supplier shall also ensure that the maximum acceptable Response Time for any single instance shall be six (6) working hours for non-Print Room Equipment and four (4) working hours for Print Room Equipment.
- 4.8.2. The Supplier shall ensure that Response Times are calculated to reflect the standard working day as defined at paragraph 4.2.2.
- 4.8.3. The Supplier shall ensure that the Response Times as specified in paragraph 4.8.1 apply throughout the UK (i.e. England, Northern Ireland, Scotland and Wales) and non-mainland areas of the UK.
- 4.8.4. The Supplier shall attempt to fix errors remotely in the first instance, where approved by Contracting Authorities, however the Supplier shall arrange an on-site engineer where required.
- 4.8.5. The Supplier shall have in place a detailed escalation reporting procedure to activate corrective steps where they have failed to meet the four (4) working hour average Response Time for non-Print Room Equipment and two (2) working hours for Print Room Equipment, when measured over any two (2) consecutive rolling quarterly periods.

- 4.8.6. The Supplier shall not exceed the standard maximum average service response of twelve (12) hours for all A0 Wide Format Devices located within mainland UK (England, Northern Ireland, Scotland, and Wales).
- 4.8.7. The Supplier shall ensure that a next business day repair service is provided for all 3D Devices and single function desktop Devices utilised as part of a balanced deployment.
- 4.8.8. The Supplier shall comply with the Service Credits below if the average Response Times are exceeded and performance failure occurs:
- Service Credits for the cost and inconvenience caused to Contracting Authorities shall be calculated as a percentage (%) reduction of the Service Revenue element of the previous quarter's print output volume.
 - Service Credits shall be applied to the total quarterly Service Revenue value, inclusive of mono and colour volume charges, where applicable.
- Service Credits shall be 3% where a five (5) hour average Response Time is exceeded (three (3) hour for Print Room Equipment) and 5% where a six (6) hour average Response Time is exceeded (four (4) hour for Print Room Equipment).

5. MANDATORY REQUIREMENTS – FINANCE OPTIONS

This section provides details of the mandatory finance requirements that the Supplier shall be expected to fulfil in their entirety in order to meet the requirements of this Framework Agreement.

- 5.1. The Supplier shall ensure that a variety of finance and payment options are supported in response to requests made by Contracting Authorities to meet their bespoke requirements. Such requirements shall be specified by Contracting Authorities at Call Off stage and shall include, but not be limited to, the following:
- Cost per impression. A single cost based on the number of copies printed within an organisation. The cost shall include all elements of the contract in order to make it an 'all-inclusive cost'.
 - Cost per seat/user. A single, all-inclusive cost based on the number of employees within an organisation. This can be amended on a regular basis as a result of changing numbers of staff and/or the changing nature of Services provided and shall ordinarily be payable as a monthly or quarterly charge.
 - Where Contracting Authorities are looking for budgetary certainty a fixed cost can be agreed, however this figure must be realigned up or down on a quarterly basis based on the number of copies printed in that period.
 - monthly / quarterly flat fee. A single cost for the Supplier to deliver all elements of the Call Off Contract to the Contracting Authorities. The fee can be amended on a regular basis as a result of changing numbers of staff and/or the changing nature of Services provided
- 5.2. The Supplier shall provide flexible solutions which enable price to be reassessed at regular and agreed intervals and ensure this reflects the exact nature of the Call Off Contract at any one point in time. The Supplier shall ensure that any subsequent reconciliation is only implemented by prior agreement with the Contracting Authorities.
- 5.3. The Supplier shall offer additional flexibility to Contracting Authorities through mechanisms including but not limited to consolidated invoicing and phased implementation.

- 5.4. The Supplier shall ensure that Contracting Authorities do not lease or own any Equipment which is supplied through the provision of the Management Print and Content Management Services.

6. MANDATORY REQUIREMENTS – SECURITY AND STANDARDS

This section provides details of the mandatory requirements for security and standards that the Supplier shall be expected to fulfil in their entirety in order to meet the requirements of this Framework Agreement.

6.1. SECURITY

- 6.1.1. The Supplier shall maintain and comply with a security policy which specifically addresses the protection of all Contracting Authorities information/ Data that is generated and/ or managed in the provision of the required Services.
- 6.1.2. The Supplier's security policy shall address as a minimum;
- security management (risk assessment, response, evaluation, responsibilities and roles);
 - Supplier Personnel integrity (recruitment, training, vetting, and disciplinary procedures);
 - management of suspected/ actual breaches of security.
- 6.1.3. The security policy shall extend to procedures for protecting and managing the risk associated with Data stored on the Hard Disk Drive (HDD) of Devices, during and/ or upon expiry of the Call Off Contract term. The Supplier shall provide the following procedures as part of the Services, at no additional cost to Contracting Authorities:
- Data encryption;
 - Data overwrite;
 - re-format of the HDD and cleanse of Device memory at end of life;
 - full Device cleanse including the HDD and removal of latent imagery at end of life;
 - retention of the HDD by Contracting Authorities at end of life.
- 6.1.4. The Supplier shall make available additional procedures for protecting and managing the risk associated with Data stored on the HDD when requested by Contracting Authorities. These procedures shall include, but not be limited to, the following:
- certified removal of the HDD at end of life;
 - certified disposal of the HDD by the Supplier at end of life;
 - certified destruction of Device components.
- 6.1.5. The Supplier shall ensure that the implementation of security controls and how they shall comply to ISO 27001, or agreed equivalent, CESG BCS, Cabinet Office Security Policy Framework and Industry best practice is documented, with associated security policies and standards:
- <https://www.cesg.gov.uk/organisations/bcs-chartered-institute-it>
- <https://www.gov.uk/government/publications/security-policy-framework>
- 6.1.6. The Supplier shall ensure that Contracting Authorities' information and Data is secured in a manner that complies with the Government Security Classification Policy rating of OFFICIAL. The Supplier shall ensure that the Government Security Classification Policy rating is also applied when information and Data is transmitted across all applicable networks and/ or in line with the Contracting Authorities' requirements.

- 6.1.7. The Supplier shall where required, have the capability to employ encryption to information/ Data which shall be sent across a network or extracted by electronic means. The Supplier shall ensure that the level of encryption is complies in full with the Government Security Classification Policy rating of OFFICIAL and/ or in line with the Contracting Authorities' stated requirements.
- 6.1.8. The Supplier shall ensure that any suspected or actual security breaches are reported to the Contracting Authorities representative immediately and depending on the impact of the breach, shall be included in monthly/ quarterly performance reporting to the Authority.
- 6.1.9. The Supplier shall comply with all the relevant legislation, organisational and cross Government policy and guidelines in relation to Data and asset security.
- 6.1.10. The Supplier shall ensure that their security capabilities meet Contracting Authorities specific requirements prior to installation and/or implementation of the Services, when requested by Contracting Authorities.
- 6.1.11. The Supplier shall provide details of their personnel security procedures and on request by Contracting Authorities, details of all personnel that they intend to use in the delivery of the Goods and Services.

6.2. **STANDARDS**

- 6.2.1. The Supplier shall ensure that the Services are developed, maintained and fully compliant with the 'CESG' and 'HMG' Security standards as detailed at paragraph 6.1.5 in addition to those standards identified by Contracting Authorities at the Call Off stage.
- 6.2.2. The Supplier shall provide secure solutions that comply with any restrictions or requirements arising out of Contracting Authorities security policies. This shall include, but not be limited to:
 - BS EN ISO 9001 or agreed equivalent accreditation;
 - ISO 27001 Information Security Management or agreed equivalent;
 - N3 (the national broadband network for the English National Health Service (NHS));
 - Code of Connection (CoCo) Compliance;
 - Government Connection Secure Extranet (GCSX);
 - Public Services Network (PSN) Compliance;
 - Citrix Secure Gateway;
 - Level 2 Information Governance or agreed equivalent;
 - BS 7858 Security Screening or agreed equivalent;
 - ISO 29142 Information Technology – Print Cartridge Categorisation or agreed equivalent.
- 6.2.3. The Supplier shall ensure that all security criteria required by Contracting Authorities shall be met, as a minimum. This shall include but shall not be limited to ISO 15408 Common Criteria for Information Technology Security Evaluation, or agreed equivalent. The requirements of this standard shall include but not be limited to:
 - network authentication / log in security;
 - print security;
 - fax security when network connected;
 - scan to email and use of central directory Services for email addresses;
 - compliance with eGovernment Interoperability Framework (e-GIF).

- 6.2.4. The Supplier shall ensure that all Equipment supplied to Contracting Authorities complies with the Evaluation Assurance Level 2 (EAL 2) as a minimum, in accordance with ISO 15408 Common Criteria for Information Technology Security Evaluation or an agreed level.
- 6.2.5. The Supplier shall ensure that they support Contracting Authorities in meeting their legislative obligations including, but not limited to, those set out in: The Equality Act, The Freedom of Information Act (FOI) and the Data Protection Act.
- 6.2.6. The Supplier shall not charge a premium to Contracting Authorities for any additional standards and/ or security compliance applicable to a Call Off Contract, unless otherwise agreed in advance by Contracting Authorities.

7. MANDATORY REQUIREMENTS – SUPPLIER PERSONNEL AND VETTING

This section provides details of the mandatory Supplier Personnel and Vetting requirements that the Supplier shall be expected to fulfil in their entirety in order to meet the requirements of this Framework Agreement.

7.1. SUPPLIER PERSONNEL

- 7.1.1. The Supplier shall ensure that all Supplier Personnel shall possess the qualifications, experience and competence appropriate to the tasks for which they are employed.
- 7.1.2. The Supplier shall ensure that all Supplier Personnel are instructed and fully trained by the Supplier for the work they are undertaking and have direct access to manufacturer's current technical manuals and support Services.
- 7.1.3. The Supplier shall ensure that all Supplier Personnel adhere and comply with Contracting Authorities' safety and confidentiality requirements in full at all times.
- 7.1.4. The Supplier shall ensure that all Supplier Personnel supplying the Services of this Framework Agreement and any Call Off Contracts act in a responsible and professional manner, and provide the Services with all due skill, care and diligence as is to be expected of a skilled professional engaged in the supply of the required Services.
- 7.1.5. The Supplier shall ensure that Supplier Personnel have PRINCE2 accreditation standards or similar, where applicable for project management of Call Off Contract implementations.

7.2. VETTING

- 7.2.1. The Supplier shall ensure that all Supplier Personnel, including but not limited to engineers and/or technicians, have been security vetted and approved to Disclosure and Barring Service (DBS) relevant standards and/or Disclosure Scotland relevant standards where appropriate. The Supplier shall ensure this is completed prior to the involvement of Supplier Personnel in the delivery of the Services under this Framework Agreement.
- 7.2.2. The Supplier shall ensure that all Supplier Personnel vetting procedures comply with the British Standard, Security Screening of Individuals Employed in a Security Environment – BS 7858:2012, or agreed equivalent, unless otherwise specified by Contracting Authorities at the Call Off stage.

7.2.3. The Supplier shall comply with the Baseline Personnel Security Standard (BPSS) pre-employment controls, accessible via the link below:

<https://www.gov.uk/government/publications/government-baseline-personnel-security-standard>

7.2.4. The Supplier shall undertake mandatory pre-engagement checks of all Supplier Personnel in accordance with the BPSS or an equivalent of the BPSS as required by the Contracting Authorities, as a minimum.

7.2.5. The Supplier shall for all UK Central Government Department Contracting Authorities ensure a Baseline Personnel Security Standard (BPSS) or equivalent, is undertaken for all Supplier Personnel, in accordance with HMG Baseline Personnel Security Standard.

7.2.6. The Supplier shall comply with the BPSS, or an equivalent of BPSS and the Personnel Security and pre-employment screening requirements as specified during the Call Off stage by Wider Public Sector Contracting Authorities.

7.2.7. The Supplier shall ensure that all Supplier Personnel have appropriate security clearance and comply with any additional security requirements specified by Contracting Authorities at the Call Off stage.

7.2.8. The Supplier shall provide details of its Supplier Personnel security procedures to Contracting Authorities. The Supplier shall also provide details of all Supplier Personnel to be involved in the delivery of the Services, when requested by Contracting Authorities.

7.2.9. The Supplier shall ensure that its Supplier Personnel involved in the delivery of the Services have and maintain the relevant security clearance.

8. MANDATORY REQUIREMENTS – ORDER AND DELIVERY

This section provides details of the mandatory order and delivery requirements that the Supplier shall be expected to fulfil in their entirety in order to meet the requirements of this Framework Agreement.

8.1. ORDER

8.1.1. The Supplier shall ensure effective, efficient and flexible administration of the Services supplied through this Framework Agreement.

8.1.2. The Supplier shall ensure that the ordering process is compliant with Framework, Schedule 5 – (Call Off Procedure).

8.1.3. The Supplier shall have the facility to accept orders by telephone, email and/or fax. This shall also include the use of e-procurement market places specific to Contracting Authorities.

8.1.4. The Supplier shall acknowledge and agree that an official order raised and authorised by Contracting Authorities, shall be sufficient to order the Services provided under this Framework Schedule 2 from the Supplier

8.1.5. The Supplier shall obtain an authorised official purchase order from Contracting Authorities, which details the Framework Agreement reference and any specific details relevant to the Contracting Authorities transaction. The Supplier shall not request the completion of any further paperwork.

8.1.6. The Supplier shall ensure that no minimum order value will be levied against orders.

8.2. DELIVERY

- 8.2.1. The Supplier shall ensure that all Equipment provided as part of the Services is delivered at no additional cost. In the event of any delay in the delivery of Equipment, the Supplier shall immediately notify Contracting Authorities, specifying reasons for the delay and the revised delivery date. Where issues cannot be resolved to the satisfaction of Contracting Authorities in the first instance or where there are recurring issues with delivery lead times, the Supplier shall immediately report this to the Authority.
- 8.2.2. The Supplier shall ensure that delivery times for any Equipment provided as part of the Services are flexible to avoid any disruption to Contracting Authorities during core operational hours. Contracting Authorities reserve the right to specify delivery times to be agreed with the Supplier in advance.
- 8.2.3. The Supplier shall remove all packaging from the Contracting Authorities premises at the time of installation of any Equipment provided as part of the Services.
- 8.2.4. The Supplier shall ensure that Devices deployed as part of the Services will be pre-configured on delivery to minimise environmental impact and maximise energy efficiency. As a minimum this shall include duplex being set as default, toner saving will be switched on and energy saving functionality will cut in after ten (10) minutes, unless otherwise specified by Contracting Authorities.
- 8.2.5. The Supplier shall ensure that Software drivers are similarly defaulted and shall pre-configure IP address and network settings where appropriate and agreed with Contracting Authorities.
- 8.2.6. The Supplier shall ensure that Delivery Advice Notes are supplied to Contracting Authorities upon delivery of any Equipment provided as part of the Services.

9. MANDATORY REQUIREMENTS – SUSTAINABILITY AND ENVIRONMENTAL

This section provides details of the mandatory environmental and sustainability requirements that the Supplier shall be expected to fulfil in their entirety in order to meet the requirements of this Framework Agreement.

9.1. SUSTAINABILITY

- 9.1.1. The Supplier shall ensure that all Devices have the functionality to operate effectively with 100% post-consumer waste recycled paper.
- 9.1.2. The Supplier shall ensure that all Supplier Personnel are aware that recycled paper shall not be identified as the sole cause of any paper jamming issues experienced by Contracting Authorities.
- 9.1.3. The Supplier shall support the wider agenda of sustainability in terms of the social, economic and environmental impact of Contracting Authorities operations, through the provision of Data.
- 9.1.4. The Supplier shall comply with Government Buying Standards (GBS). Full details of which can be found on the DEFRA Sustainable Development in Government website:
<https://www.gov.uk/government/publications/government-buying-standards>
- 9.1.5. The Supplier shall complete annual Corporate Social Responsibility (CSR) assessments upon request from Contracting Authorities.
- 9.1.6. The Supplier shall identify Social Value options which are appropriate to a Call Off Contract with Contracting Authorities at the Call Off Stage. Any Social Value options

selected by Contracting Authorities at the point of Call Off, shall be in accordance with the Government's Social Values which are current at that point in time.

9.2. ENVIRONMENTAL

9.2.1. The Supplier shall ensure that all of the applicable Equipment provided as part of the Managed Print and Content Management Services under this Lot, including packaging, comply with the requirements of the Government Buying Standards (GBS) for Imaging Products, Energy Star Rating and Article 6 of the Energy Efficiency Directive (EED) Standards. Full details can be accessed via the following link:

<https://www.gov.uk/government/publications/sustainable-procurement-the-gbs-for-office-ict-equipment>

9.2.2. The Supplier shall ensure that all Electric and Electronic Equipment (EEE) provided in association with the delivery of the Equipment provided as part of the Managed Print and Content Management Services is compliant with Restriction of Hazardous Substances (RoHs), Regulations and Waste Electrical and Electronic Equipment (WEEE) Regulations, where appropriate, including Producer Compliance Scheme registration. Full details can be accessed via the following link:

<https://www.gov.uk/guidance/rohs-compliance-and-guidance>

9.2.3. The Supplier shall comply and operate to the standard ISO 14001; Eco-Management and Audit Scheme (EMAS) or a nationally recognised agreed equivalent accredited standard for the scope of the Services.

9.2.4. The Supplier shall work co-operatively and provide assistance to Contracting Authorities to support the Government's Agenda to meet the Greening Government Commitments (GGC), including associated reporting requirements, details of which can be accessed via the following link:

<https://www.gov.uk/government/publications/greening-government-commitments>

9.2.5. The Supplier shall effectively manage the Services supplied under this Framework Agreement, in order to minimise any impact on the environment. Where appropriate, the Supplier shall work proactively with Contracting Authorities in relation to but not limited to, the following areas:

- noise reduction;
- removal of unwanted Consumables and;
- heat production in confined spaces.

9.2.6. The Supplier shall minimise the amount of packaging required for safe transportation and delivery of Equipment. When requested by the Authority and/or the Contracting Authorities, the Supplier shall provide evidence of how this is achieved including the purpose for each piece of packaging and whether the packaging originates from recycled / sustainable sources.

9.2.7. The Supplier shall be responsible for the collection and disposal of all packaging, materials and redundant or replacement spare parts in accordance with WEEE Regulations as detailed at the link below:

<https://www.gov.uk/electricalwaste-producer-supplier-responsibilities/your-responsibilities>

9.2.8. The Supplier shall take steps to encourage the reuse of any WEEE generated in the delivery of the Services, as promoted by the WEEE Directive. This shall include, but is

not limited to, consideration of the application of PAS 141:2011 Reuse of used and waste electrical and electronic Equipment (JEEE and EEE).

9.2.9. Return of Consumables and Redundant Parts

- 9.2.9.1. The Supplier shall ensure that all toner bottles and cartridges are capable of re-use or, as a minimum, recycling. When requested by the Authority and/or Contracting Authorities, the Supplier shall demonstrate the full re-use or recycling streams for toner bottles and cartridges.
- 9.2.9.2. The Supplier shall demonstrate acceptable operational use of recycled toner to the Contracting Authorities in the event that Contracting Authorities request the use of recycled toner as part of their requirements.
- 9.2.9.3. When requested by the Authority and Contracting Authorities, the Supplier shall provide information on the resource and energy efficiency impacts of all Devices, including but not limited to:
- compliance with current Government Buying Standards (GBS);
 - Energy Star, European Carton Makers Association (ECMA), Electronic Product Environmental Assessment Tool (EPEAT) certifications confirming such compliance;
 - operational energy consumption and energy efficiency Data;
 - recycled content in product build;
 - recyclability of the Device to minimise landfill/incineration.
- 9.2.9.4. When requested by the Authority and Contracting Authorities, the Supplier shall provide the following information:
- the proportion, by weight, of post-consumer and non post-consumer recycled material in the Equipment and in the packaging;
 - the weight and volume of packaging applicable to Equipment received by Contracting Authorities;
 - the management of the Equipment at end of life. This shall include details for every component of the Devices in terms of future use or location. For example, this may include, but is not limited to, re-use, recycle, landfill or any other possible eventuality in the management of components from end of life Devices;
 - the energy and carbon footprint / impact of making and delivering the Services received by Contracting Authorities.

10. MANDATORY REQUIREMENTS – FRAMEWORK MANAGEMENT

This section provides details of the mandatory framework management and reporting requirements that the Supplier shall be expected to fulfil in their entirety in order to meet the requirements of this Framework Agreement.

10.1. Framework Management Structure

- 10.1.1. The Supplier shall provide a suitably qualified nominated 'Supplier Framework Manager' who will take overall responsibility for delivering the Services required within this Framework Agreement, as well as a suitably qualified deputy to act in their absence.
- 10.1.2. The Supplier shall within five (5) working days of the Framework Commencement Date send to the Authority the name and contact details (including email address and telephone numbers) of the nominated Supplier Framework Manager and Deputy Framework Manager for this Framework Agreement.

- 10.1.3. The Supplier shall communicate any change in Framework Manager to the Authority, no less than one (1) month in advance of the planned change.
- 10.1.4. The Supplier's Framework Manager shall be familiar with all aspects of the Framework Agreement and suitably experienced in the role, ensuring that all the requirements of the Framework Agreement are met or exceeded. The Supplier shall have arrangements in place to deal with annual leave or any other (un) planned absence.
- 10.1.5. The Supplier shall manage this Framework Agreement by utilising the Authority's tiered Supplier Relationship Management (SRM) approach as set out in paragraph 10.2.3, which provides escalation routes and enables development of the key strategies at senior levels.
- 10.1.6. The Supplier's Framework Manager shall ensure that accurate process maps for the ordering and logistics processes are created and maintained throughout the duration of the Framework Agreement, which shall include details of all processes undertaken by the Supplier to fulfil the delivery of Managed Print and Content Management Services under this Lot 3.
- 10.1.7. The Supplier's Framework Manager shall ensure where Service Levels are not being met, that appropriate extra resources are committed promptly and action is taken to resolve any issues to the satisfaction of the Authority which may include a Performance Improvement Plan (PIP).
- 10.1.8. Following the Framework Commencement date, the Authority shall produce and issue to the Supplier a draft Supplier Action Plan. The Supplier Action Plan shall, unless the Authority otherwise Approves, be agreed between the Parties and come in to effect within two weeks from receipt by the Supplier of the Supplier Action Plan as specified in Framework Schedule 8 – (Framework Management).
- 10.1.9. The Supplier Action Plan shall be managed and updated on an ongoing basis by the Authority. Any changes to the Action Plan shall be notified by the Authority to the Supplier. The Supplier shall not unreasonably withhold its agreement to any changes to the Supplier Action Plan. Any such changes shall, unless the Authority otherwise Approves, be agreed between the Authority and the Supplier and come in to effect within two (2) weeks from receipt by the Supplier of the Authority's notification as specified in Framework Schedule 8 – (Framework Management).

10.2. Supplier Review Meetings

- 10.2.1. The Supplier review meetings shall take place with the Authority at an agreed location between both the Supplier and the Authority throughout the Framework Period and thereafter until the Framework Expiry Date.
- 10.2.2. The Supplier review meetings shall be attended, as a minimum by the Authority Representative(s) and the Supplier Framework Manager.
- 10.2.3. The Supplier shall agree the level of engagement and frequency with the Authority within one (1) month of the Framework Commencement Date, but as a minimum this shall include:

Frequency	Status	Format	Attendees	Information Required
Monthly	Operational	Meeting or telephone conference	To be agreed at Implementation	Monthly MI Highlight Report
Quarterly	Operational	Meeting	To be agreed at Implementation	Highlight Report Dashboard

				Continuous Improvement Plan
Bi-annually	Operational / Strategic	Meeting	To be agreed at Implementation	Dashboard, Mid-Year Review and Forecast Report
Annually	Strategic	Meeting	To be agreed at Implementation	Dashboard, End of Year Review and Forecast Report

10.2.4. The purpose of the Supplier review meetings will be to agree strategic objectives, review Supplier performance, resolve issues, identify potential business opportunities and innovative solutions, and where applicable review the Suppliers adherence to the Supplier Action Plan.

10.3. Framework Assurance

10.3.1. The Supplier shall provide the Authority with framework assurance on the following areas:

- business continuity;
- financial stability;
- Data and asset security;
- risk management;
- quality of service;
- Value For Money (VFM);
- accuracy of agreed management Information and ad hoc reporting;
- environmental returns;
- initiatives; and
- continuous improvement and innovation.

10.3.2. The framework assurance requirements shall be managed and reviewed by the Authority and the content incorporated within the Supplier Action Plan, as set out in Framework Schedule 8 – (Framework Management).

10.4. KEY PERFORMANCE INDICATORS AND PERFORMANCE MANAGEMENT

10.4.1. The Supplier shall comply with the Key Performance Indicators as set out in paragraphs 4.6, 4.7 and 4.8 of this Framework Schedule 2 and Framework Schedule 8 – (Framework Management), Section 3 (Key Performance Indicators).

10.4.2. The Supplier shall provide monthly and quarterly Highlight Reports to the Authority, to include the following information:

- Supplier's performance against Service Levels (as agreed at the Call Off stage);
- identified risks and issues and measures put in place to mitigate;
- proposals on and/ or progress against agreed initiatives to perform within a leaner process;
- proposals on and/ or progress against agreed initiatives to provide economies of scale.

10.4.3. The Supplier shall complete a template Dashboard Report and shall utilise graphs and charts to indicate trends and variances. The template shall be provided by the Authority.

10.4.4. The Supplier shall provide a Dashboard Report to cover a period of time specified by the Authority, on a quarterly, bi-annual and annual basis. The content of the Dashboard shall provide high level information on the following as a minimum, unless otherwise specified by the Authority:

- total Service Revenue per month;
- total number of Devices supplied per month;
- total number of Contracting Authorities Call Offs per month;
- quarterly capital/hardware sales/ quarterly Service Review;
- quarterly sales value per Contracting Authority sector;
- Machines in Field (MIF) – Number of Devices deployed;
- savings summary;
- opportunity pipeline;
- Service Level performance statistics;
- marketing and Communications summary;
- trend analysis Data;
- lessons learned (in the defined reporting period);
- WEEE – details of Equipment repatriated/to be repatriated;

10.5. **SUPPLIER MANAGEMENT INFORMATION (MI)**

10.5.1. The Supplier shall provide MI in accordance with the requirements as set out in Framework Schedule 9 – (Management Information).

10.6. **Additional Supplier Management Information (MI)**

10.6.1. The Supplier shall ensure they are capable of producing additional MI on the complete Product Range, in the following formats unless otherwise specified by the Authority :

- Excel;
- Access;
- CSV;
- Word;
- PDF.

10.6.2. The Supplier shall ensure that the specific MI requirements of the Authority continue to be met throughout the duration of the Framework Agreement and any Call Off Contracts. The Supplier shall work co-operatively with the Authority to meet these developing MI requirements at no additional cost.

10.6.3. The Supplier shall hold the following MI for each Device in a single database and make it available to the Authority when requested, including but not limited to:

- Contracting Authorities' sector / sub-sector (categories determined by Contracting Authorities);
- Contracting Authorities;
- geographical region (categories determined by Contracting Authorities);

- account management details per Contracting Authority;
- average Response Time for Device service calls in month/quarter;
- total minutes the Device has been down (any primary function) per month/quarter;
- % Up Time of the Device per month/quarter (against total supported minutes).

10.7. Third Party Sub-Contracting

10.7.1. The Supplier shall comply with the requirements set out in Clause 25 (Supply Chain Rights and Protection) of the Framework Agreement and Framework Schedule 7 – (Sub-Contractors).

10.7.2. The Supplier shall be the primary point of contact for all third party Sub-Contractors and shall therefore be responsible for managing, controlling and maintaining all relationships throughout the duration of the Framework Agreement and Call Off Contracts.

10.8. Complaints Procedure

10.8.1. The Supplier shall comply with the requirements as set out in Clause 47 of RM3781 Framework Agreement.

10.8.2. The Supplier shall have in place robust and auditable procedures for logging, managing, escalating and resolving issues, complaints or problems reported by the Authority.

10.8.3. The Supplier shall accept issues, queries and complaints by telephone, fax, email and/or letter.

10.9. CONTINUOUS IMPROVEMENT

10.9.1. The Supplier shall comply with the requirements set out in Framework Schedule 12 - (Continuous Improvement and Benchmarking).

10.9.2. The Supplier shall continually improve the way in which the required Services is to be delivered throughout the duration of the Framework Agreement to optimise savings and efficiencies and offer increased value for money across Government.

10.9.3. The Supplier shall maintain open channels of communication with the Authority to resolve issues, share lessons learned and present new ways of working during the Framework Agreement review meetings. Any proposed new ways of delivering the Services shall be brought to the Authority's attention and formally agreed prior to any changes being implemented.

10.9.4. The Supplier shall demonstrate its capability of delivering the Services and flexibility and scalability of meeting the current and future demands in relation to print strategies of Contracting Authorities.

10.9.5. The Authority shall reserve the right to make changes to the Services available to ensure that this Lot 3 remains compliant with Contracting Authorities' requirements.

10.9.6. The Supplier shall conduct twice yearly a customer satisfaction exercise and survey Contracting Authorities responses to ascertain satisfaction levels for the Services supplied. The Supplier shall produce survey results for review by the Authority.

10.10. MARKETING AND COMMUNICATION

- 10.10.1. The Supplier shall pro-actively work with the Authority to establish and manage a Marketing and Communications Plan. This plan will detail all marketing activities including, but not limited to, producing case studies, running or attending events, direct mail campaigns, and Social Media campaigns.
- 10.10.2. The Supplier shall ensure that any documents produced as a result of the Framework award can be provided in a variety of formats upon request by the Authority and Contracting Authorities, to ensure they are accessible to all. This requirement shall include, but not limited to, large print or a bi-lingual format.
- 10.10.3. The Supplier shall ensure that the emphasis of any marketing effort relating to the Framework Agreement must focus on savings and benefits to be achieved through the Framework Agreement via page output management, cost savings and/or operational efficiencies, for example, rather than benefits of the Supplier's own goods and Services as an end in themselves.
- 10.10.4. The Supplier shall provide Data and images to the Authority and/or Contracting Authorities for the purposes of creating and maintaining electronic and other catalogues upon request.
- 10.10.5. The Supplier shall produce case studies of Contracting Authorities who have contracted through the Framework Agreement to highlight the savings and benefits achieved. The Supplier shall gain approval from Contracting Authorities prior to any release or publication.
- 10.10.6. The Supplier shall highlight Social Value, sustainability and environmental advantages and issues as part of any marketing material and specifically wherever it promotes awareness of and improvement in any of these areas.
- 10.10.7. The Supplier shall ensure that all marketing materials and communications which make reference to the Framework Agreement, including case studies, are approved by the Authority prior to any release or publication.

11. CONTRACTING AUTHORITIES CALL OFF CONTRACT MANAGEMENT

This section provides details of the mandatory Contracting Authorities Call Off contract management and reporting requirements that the Supplier shall be expected to fulfil in their entirety in order to meet the requirements of the Call Off Contract:

11.1. Contracting Authorities Management Structure

- 11.1.1. The Supplier shall provide a suitably qualified nominated 'Call Off Contract Manager' who will take overall responsibility for delivering the Goods and/ or Services required within this Call Off Contract, as well as a suitably qualified deputy to act in their absence.
- 11.1.2. The Supplier shall within five (5) working days of the Call Off Contract Commencement Date send to the Contracting Authorities the name and contact details (including email address and telephone numbers) of the nominated Call Off Contract Manager and Deputy Call Off Contract Manager for this Call Off Contract.
- 11.1.3. The Supplier shall communicate any change in Call Off Contract Manager to Contracting Authorities, no less than one (1) month in advance of the planned change.
- 11.1.4. The Supplier's Call Off Contract Manager shall be familiar with all aspects of the Call Off Contract and suitably experienced in the role, ensuring that all the requirements of

the Call Of Contract are met or exceeded. The Supplier shall have arrangements in place to deal with annual leave or any other (un)planned absence.

11.1.5. The Supplier shall manage the Call Off Contract by utilising the Contracting Authorities tiered Supplier Relationship Management (SRM) approach as set out in paragraph 11.3.3, which provides escalation routes and enables development of the key strategies at senior levels.

11.1.6. The Supplier's Call Off Contract Manager shall ensure where Service Levels are not being met, that appropriate extra resources are committed promptly and action is taken to resolve any issues to the satisfaction of Contracting Authorities which may include a Performance Improvement Plan (PIP).

11.2. Device Management

11.2.1. The Supplier shall work co-operatively with Contracting Authorities to ensure the best utilisation of Devices by providing flexibility around the management, (re)location and (re)deployment of Contracting Authorities Devices throughout the duration of the Call Off Contract.

11.2.2. The Supplier shall ensure that all Devices within their area of control, are operated to ensure that print jobs are directed to the most efficient and cost effective Device. The Supplier shall ensure that this approach includes Contracting Authorities sites that utilise third party multi-vendor Legacy Equipment.

11.2.3. The Supplier shall provide proposals which shall form part of the regular review process with Contracting Authorities, following assessment of Device deployments against Contracting Authorities User demands/printed volume and utilisation of the Devices.

11.2.4. The Supplier shall ensure that proposals seek to increase the number of personnel utilising each Device to improve the User per Device ratio and support continual reduction of the Contracting Authorities print costs.

11.3. Supplier Review Meetings

11.3.1. Supplier review meetings shall take place with Contracting Authorities at an agreed location between both the Supplier and Contracting Authorities throughout the Call Off Contract Period and thereafter until the Call Off Contract Expiry Date.

11.3.2. The Supplier review meetings shall be attended, as a minimum by Contracting Authorities Representative(s) and the Supplier Call Off Contract Manager.

11.3.3. The Supplier shall agree the level of engagement and frequency with Contracting Authorities within one (1) month of the Call Off Contract Commencement Date, but as a minimum this shall include:

Frequency	Status	Format	Attendees	Information Required
Monthly	Operational	Meeting or telephone conference	To be agreed at Implementation	Monthly MI Highlight Report
Quarterly	Operational	Meeting	To be agreed at Implementation	Highlight Report Dashboard Continuous Improvement Plan
Bi-annually	Operational / Strategic	Meeting	To be agreed at Implementation	Dashboard, Mid-Year Review and Forecast Report

Annually	Strategic	Meeting	To be agreed at Implementation	Dashboard, End of Year Review and Forecast Report
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11.3.4. The purpose of the review meetings will be to review Supplier performance and resolve issues where required.

11.4. KEY PERFORMANCE INDICATORS AND PERFORMANCE MANAGEMENT

11.4.1. The Supplier shall comply with the Key Performance Indicators as agreed at Call Off stage.

11.4.2. The Supplier shall provide monthly and quarterly Highlight Reports to Contracting Authorities, to include the following information:

- Supplier's performance against Service Levels (as agreed at Call Off stage);
- identified risks and issues and measures put in place to mitigate;
- proposals on and/or progress against agreed initiatives to perform within a leaner process;
- proposals on and/or progress against agreed initiatives to provide economies of scale.

11.5. SUPPLIER MANAGEMENT INFORMATION (MI)

11.5.1. The Supplier shall ensure they are capable of producing MI on the complete Product Range, in the following formats unless otherwise specified by Contracting Authorities:

- Excel;
- Access;
- CSV;
- Word;
- PDF.

11.5.2. The Supplier shall ensure that the specific MI requirements of Contracting Authorities continue to be met throughout the duration of the Call Off Contract. The Supplier shall work co-operatively with Contracting Authorities to meet these developing MI requirements at no additional cost.

11.5.3. The Supplier shall hold the following MI for each Device in a single database and make it available to Contracting Authorities when requested, including but not limited to:

- Contracting Authorities sector / sub-sector (categories determined by Contracting Authorities);
- Contracting Authorities;
- geographical region (categories determined by Contracting Authorities);
- account management details per Contracting Authority;
- Device location including postcode;
- Device model;
- Device serial number;
- Device installation date;

- network connection status (whether the Device is connected or not);
- Machine Rated Speed;
- power consumption of Device;
- mono/colour-capable/colour as primary use;
- Device lease period in months (0 if purchased outright);
- Device Aease agreement end date;
- Device quarterly/monthly lease cost (0 if purchased outright);
- total mono pages printed by the Device per month/quarter;
- total mono pages printed by the Device since installation;
- average monthly/quarterly mono volume printed by the Device since installation;
- recommended monthly/quarterly mono print volume for the Device;
- mono page cost for the Device per month/quarter;
- total colour pages printed by the Device per month/quarter;
- total colour pages printed by the Device since installation;
- average monthly/quarterly colour volume printed by the Device since installation;
- recommended monthly/quarterly colour print volume for the Device;
- colour page cost for the Device per month/quarter;
- total number of service requests logged for the Device per month/quarter;
- average Response Time for Device service calls in month/quarter;
- total minutes the Device has been down (any primary function) per month/quarter;
- % Up Time of the Device per month/quarter (against total supported minutes).

11.5.4. The Supplier shall provide flexible Management Information reporting to Contracting Authorities to support periodical reviews which shall assess Contracting Authorities current position in relation to their print strategy.

11.5.5. The Supplier shall work with Contracting Authorities to manage and maintain an effective balanced deployment of the Product Range, and make proposals to Contracting Authorities where they can demonstrate improvements can be made.

11.5.6. The Supplier shall conduct a benchmarking process to demonstrate how they compare against other similar users of the Framework Agreement, where requested by Contracting Authorities. The Supplier shall ensure that any such benchmark information is provided without breaching any Contracting Authorities confidentiality.

11.6. Third Party Sub-Contracting

11.6.1. The Supplier shall comply with the requirements set out in Clause 29 (Supply Chain Rights and Protection) of Framework Schedule 4 – (Call Off Order Form and Call Off Terms for Goods and / or Services (non ICT)).

11.6.2. The Supplier shall be the primary point of contact for all third party Sub-Contractors and shall therefore be responsible for managing, controlling and maintaining all relationships throughout the duration of the Framework Agreement and Call Off Contracts.

11.7. Complaints Procedure

11.7.1. The Supplier shall acknowledge any complaints received by Contracting Authorities within two (2) working days of receipt of the complaint and use best endeavours to resolve within five (5) working days, or by agreement with Contracting Authorities.

11.7.2. The Supplier shall have in place robust and auditable procedures for logging, managing, escalating and resolving issues, complaints or problems reported by Contracting Authorities.

11.7.3. The Supplier shall accept issues, queries and complaints by telephone, fax, email and/or letter.

11.7.4. The Supplier shall ensure that all Contracting Authorities' complaints and correspondence are logged within an "issues log" to be maintained by the Supplier's designated Call Off Contract Manager. This record shall be made available by the Supplier to Contracting Authorities to assist with performance reviews.

11.8. CONTINUOUS IMPROVEMENT

11.8.1. The Supplier shall make available its customer satisfaction exercise results to Contracting Authorities upon request.

ANNEXES

ANNEX 1 – GLOSSARY

Call Off Contract Manager	means the Supplier's contract manager appointed to manage the Contracting Authorities contract.
Central Print Room	means a corporate reprographic department or print room that performs copying or printing for a given organisation by an outsourced provider.
Codes of Practice	means a set of written regulations issued by a professional association or an official body that explains how people working in a particular profession should behave.
Consumables	means goods that need to be replenished in accordance with this Framework Schedule 2.
Content Management	means a comprehensive service that rationalises, streamlines and optimises business communications by providing customers with consultative help, Software and implementation.
Dashboard Report	means a high level performance report, utilising graphs and charts to indicate trends and variances in performance, covering a period to be specified.
Data	means Data relating to Record which is stored on the Suppliers Managed Print and Content Management Services.
Delivery Advice Note	means the document which accompanies a goods shipment and lists details about the goods delivered. A delivery note explains what the contents of a package are. If some goods that were ordered are not enclosed (due to lack of stock, unavailability, etc.) they will also be listed on the Delivery Advice Note.
Deputy Framework Manager	means the person(s) who deputises for the Framework Manager
Device(s)	means Multifunctional Device(s)
Disclosure and Barring Service (DBS)	means the Disclosure and Barring Service (DBS) which is a non-departmental Contracting Authority of the Home Office of the United Kingdom.
Electronic Document and Records Management Systems (EDRMS)	means a type of Content Management system and refers to the combined technologies of document management and records management systems as an integrated system.
Enhanced Service	means the particular Service required as defined by Contracting Authorities within the Call Off Contract
Equipment	means any hardware, software and consumables provided by the Supplier to undertake the Services it is contracted to perform.
First Time Fix Rate	means the measurement that is applied to quantify how efficiently the Supplier is resolving Contracting Authorities product issues on the initial visit/following the initial call.
Framework Manager	means the person(s) who is suitably experienced and who is responsible for ensuring that all the requirements of the Framework

	Agreement are met or exceeded and must be familiar with all aspects of the Framework Agreement.
Fully Outsourced Solution	means the arrangement in which the Supplier provides Services for Contracting Authorities and resumes full control for the delivery of the stated objectives.
Government Buying Standards (GBS)	means the set of standards that government buyers must follow and the information about sustainable procurement and how it should be applied when buying goods and Services.
Government Security Classification Policy	means the system for classifying sensitive government Data in the United Kingdom
Government's Social Values	means the way that Government buyers applies its thought processes around how scarce resources are allocated and used. It involves looking beyond the price of each individual contract and looking at what the collective benefit to a community is when Contracting Authorities choose to award a contract.
Hard Disk Drive (HDD)	means a Data storage device used for storing and retrieving digital information using one or more rigid rapidly rotating disks (platters) coated with magnetic material.
Highlight Report	means a report which is sent by the Supplier's Account Manager to the Contract Manager on a minimum of a monthly and quarterly basis detailing any key issues or risks which the Supplier feels the Authority (Framework Agreement level) or Contracting Authorities (Call Off contract level) should be aware of and progress against previously agreed key initiatives and actions.
Hybrid Mail Solution	means a secure on-site Hybrid Mail Solution delivered through the provision of Software as specified by Contracting Authorities at Call Off. Any such solution shall be provided and operated within Contracting Authorities premises and shall utilise existing Equipment owned or leased by Contracting Authorities, including but not limited to, Multifunctional Devices.
Implementation Period	means the period of time agreed to implement the contract and/or service prior to contract commencement date
Implementation Plan (IP)	means a plan which is to be agreed between Contracting Authorities and Supplier after Contract Award, detailing the plan to implement the new service provision while also detailing actions, deliverables and timescales.
Lease Agreement	means a legal document outlining the terms under which one party agrees to rent property from another party
Legacy Equipment	means Contracting Authorities owned and/or leased third party equipment.
Managed Print	means Services offered by an external provider to optimize or manage a Contracting Authorities document output.
Marketing and Communications Plan	means the plan agreed between the Authority and the Supplier which will detail all marketing activities including, but not limited to, producing case studies, running or attending events, direct mail campaigns, and Social Media campaigns.
Multifunctional Devices (MFD's)	means the product(s) that have been identified within this specification to perform a variety of functions including, but not limited to, printing, photocopying, scanning.

Off Site	means Services performed at a Suppliers premises
On Site	means Services performed at a designated Contracting Authorities office or other location.
Performance Improvement Plan (PIP)	means a plan that recognises failures in delivery and identifies corrective action(s) and timeline(s) for each targeted performance area with assigned accountability.
Personnel	means the Personnel of the Supplier of whom the Contracting Authorities have entered into a Call Off contract.
Primary Functions	means the core function(s) of the device and or service
Print Room	means the Contracting Authorities room or premises where printing operations takes place
Print Room Equipment	means the Equipment specified by Contracting Authorities at Call Off, designed to carry out a specific function within a print room environment.
Product Range	means the range of New Equipment and Software, together with all associated and specified requirements that will be available to Contracting Authorities via this Framework Agreement.
Project Manager	means the person in overall charge of the planning and execution of a particular project.
Quality Department	means the department within the Supplier organisation who is responsible for the delivery of a consistently high quality of service, delivered by appropriately experienced Supplier Personnel, who have knowledge of Contracting Authorities' requirements.
Response Time	means the time from Contracting Authorities first placing a call with the Supplier, to the arrival on-site of an engineer at the particular Device.
Service Levels	means the Contracting Authorities' specified Service Level linked to specific functions which the Supplier is required to undertake as part of the Contract.
Service Level Agreement	means a part of a standardized service contract where a service is formally defined. Particular aspects of the service – scope, quality, responsibilities – are agreed between the service provider and the service user.
Service Revenue	means income received from the rendering of Services.
Social Media	means websites and applications that enable users to create and share content or to participate in social networking.
Software	means the range of Software that has been specified within this Framework Agreement Schedule 2.
Supplier Action Plan	means a document compiled by the Contracting Authorities' Category Manager and agreed with the Supplier to progress any key initiatives identified during the length of the contract. The content of which shall contain, but is not limited to, key initiatives, targets, MI reporting, key customer information etc.
Supplier Relationship Management (SRM)	means the discipline of strategically and operationally planning for, and managing, all interactions with Suppliers that supply goods and Services to the Authority via this Framework Agreement or Contracting Authorities via subsequent Call Off Contracts, in order to maximize the value of those interactions.
UK Bank Holidays	means all UK Bank Holidays which are detailed in the link below:

	https://www.gov.uk/bank-holidays
Up Time	means the percentage (%) of time that all Primary Functions are running simultaneously out of the supported hours per quarter.
User	means either a member of Contracting Authorities' Personnel or Supplier employee.
Web Content Accessibility Guidelines (WCAG)	means a part of a series of web accessibility guidelines published by the Web Accessibility Initiative (WAI) of the World Wide Web Consortium (W3C), the main international standards organization for the Internet.
Wide Format Devices	means any generally accepted pc controlled printing machine(s) (i.e. printers) that are designed to support a maximum print roll width of between 18" and 100".