

32. Capacity Management

32.1 Introduction

Ref	Level	Owner	Description
32.1.1	L4	Authority	The Authority shall maintain and make available to the Supplier the Authority's Capacity Management Policies and Processes.
32.1.2	L3	Supplier	The Supplier shall, at all times, adhere to the Authority's Capacity Management Policies and Processes in the delivery of their Services.
32.1.3	L3	Supplier	The Supplier shall work with the Authority and the Other Suppliers to implement the Authority's Capacity Management Policies and Processes.
32.1.4	L3	Supplier	The Supplier shall define and maintain Operating Procedures for Capacity Management that are aligned to the Authority's Capacity Management Policies and Processes and shall submit them to the Authority for approval.
32.1.5	L3	Supplier	The Supplier shall provide the management for all editorial activities with regards to the Operating Procedures for Capacity Management including but not limited to content creation, update, change control and circulation across Other Suppliers.
32.1.6	L3	Supplier	The Supplier shall monitor the compliance and shall take all reasonable steps to address any non-compliance of the Other Suppliers against the Operating Procedures for Capacity Management and report such non-compliance to the Authority.
32.1.7	L3	Supplier	Where the Supplier is unable to address the non-compliance of any Other Supplier to the Operating Procedures for Capacity Management, the Supplier shall bring this to the Authority's attention.
32.1.8	L3	Supplier	The Supplier shall establish and maintain appropriate modelling techniques and trend analysis to predict the performance of the Services.
32.1.9	L3	Supplier	The Supplier shall apply capacity management tools, data, reports, and disciplines to Incidents and Problems relating to poor performance as an active member of teams working to resolve such Incidents and Problems.
32.1.10	L3	Supplier	The Supplier shall provide data and reports as necessary, including current resource utilisation, trends, forecasts, and exceptions, in a format agreed with the Authority.
32.1.11	L3	Supplier	The Supplier shall include in the reports, information collected by the Supplier related to the performance of the services of Other Suppliers, such that the Authority can identify trends and potential capacity issues and risks for the end to end Services.
32.1.12	L3	Supplier	The Supplier shall develop, monitor, track and complete remediation action plans to address any capacity deficiency or surplus in respect of the Services.
32.1.13	L3	Supplier	The Supplier shall assist in forecasting and trending the Authority's future capacity requirements then monitor and validate the capacity forecast against the Authority's utilisation of the Services.
32.1.14	L3	Supplier	The Supplier shall align the capacity management Process to the Authority's business and IT plans. This includes performing an analysis in support of business planning and capacity and utilisation studies for the Services, where such analysis for the Services, for example, shall include: a. estimates based upon experience, current and historical resource utilisation experience; b. projects;

CONTRACT FOR THE PROVISION OF
IMS4 SERVICES

			c. benchmarking; d. prototype development; e. modelling; f. baseline models; and g. trend analysis.
32.1.15	L3	Supplier	The Supplier shall formally review capacity requirements for the Services in line with the Authority's normal business planning cycle.
32.1.16	L3	Supplier	The Supplier shall analyse and report to the Authority on all key elements of capacity management, in accordance with the Authority's Capacity Management Policies and Processes, so that it is clear where there are failures to provide sufficient capacity of Services in the chain of delivery. Such analysis shall include utilisation, rationalisation, performance and security measures.
32.1.17	L3	Supplier	The Supplier shall model the proposed Changes and consumption trends in the Services to identify the Changes that need to be made to current Services to ensure capacity levels are managed.
32.1.18	L3	Supplier	The Supplier shall analyse the demand forecast and submit recommendations for capacity Changes for its Services, in line with the Authority's Policies and Processes.
32.1.19	L3	Supplier	The Supplier shall maintain a Knowledge Base of future demand for the Services and predict the effects of demand.
32.1.20	L3	Supplier	The Supplier shall achieve optimal utilisation of capacity and service capacity by either providing additional capacity; or managing demand within capacity constraints.
32.1.21	L3	Supplier	The Supplier shall work with the Authority to understand the Authority's capacity and performance requirements and related Performance Indicators, in terms of the required response times for the Services, expected throughput, patterns of usage and volume of End Users for the Services.
32.1.22	L3	Supplier	The Supplier shall verify that there is adequate capacity to meet the Performance Indicators and Target Performance Levels in accordance with Schedule 2.2 (<i>Performance Levels</i>), where appropriate.
32.1.23	L3	Supplier	The Supplier shall actively include the capacity management impact in the Operational Change Management Process to assess all Operational Changes (including relevant parts of cross functional Changes) for their impact on the capacity of the Services and provide appropriate feedback, including assessing cost impacts, to those submitting Operational Change Requests.
32.1.24	L3	Supplier	The Supplier shall, where possible, estimate the resource and utilisation effects of cross functional Changes that impact the Services.
32.1.25	L3	Supplier	The Supplier shall employ regular monitoring, identification of exceptions, and manual review of reports and trends for the Services in relation to capacity management.
32.1.26	L3	Supplier	The Supplier shall monitor resources and system performance, system utilisation, capacity limits, and expected capacity needs, and record that information in the capacity Management Information system.
32.1.27	L3	Supplier	The Supplier shall proactively monitor capacity levels and trends, including SaaS platforms used by the Authority.
32.1.28	L3	Supplier	The Supplier shall collate the quarterly capacity plans submitted by the Other Suppliers and shall present to the Authority a consolidated capacity plan in accordance with the Authority's Capacity Management Policies and Processes.

End User Computing Services Descriptions

33. End User Computing

33.1 Introduction

Ref	Level	Owner	Description
33.1.1	L3	Supplier	The Supplier shall adopt, support and maintain the Authority's End User Computing environment.
33.1.2	L3	Supplier	The Supplier shall, unless otherwise specifically stated, provide a solution that supports the business processes as described in Part A of this Schedule. The Supplier shall ensure that it adopts a continuous improvement approach to the delivery of their Services.
33.1.3	L3	Supplier	The Supplier shall adopt, support and maintain the Authority's End User Computing environment in conformance with the Services Descriptions and the associated Performance Indicators, Service Credits, performance monitoring and pricing model.
33.1.4	L3	Supplier	The Supplier shall contribute their internal technology and innovation disciplines to the Authority to bring continual innovation, enhancements and industry best practice to the Authority's End User Computing solution.

34. End User Client Devices

34.1 Standard Client Hardware – General

Ref	Level	Owner	Description
34.1.1	L3	Supplier	The Supplier shall adopt, support and maintain the Standard Authority Hardware, in use at the Effective Date.
34.1.2	L3	Supplier	The Supplier shall ensure that all Software builds comply with all Authority Policies and any technical requirements detailed in the Authority's Technical Framework Document.
34.1.3	L3	Supplier	The Supplier shall ensure that any Standard End User Client Devices provided for use by the Authority should be comparable in hardware specification to recognised industry standard configurations.
34.1.4	L3	Supplier	The Supplier shall agree with the Authority any variations required to the End User Client Devices. The Supplier shall, following the agreement with the Authority ensure such variations are applied to the Products and Services Catalogue in accordance with the Authority's Service Catalogue Management change control process.
34.1.5	L3	Supplier	The Supplier shall support the Standard End User Client Devices specifications as procured by the Authority.
34.1.6	L3	Supplier	The Supplier shall be responsible for the development, maintenance and support of multiple Client Builds.
34.1.7	L3	Supplier	Where the Supplier, the Authority, or the Other Suppliers identify that a Client Build is no longer capable of delivering the Authority Services, then the Supplier shall develop a fit for purpose Client Build, in agreement with the Authority.
34.1.8	L3	Supplier	The Supplier shall, where required, make Client Builds available to the Other Suppliers at the request of the Authority.
34.1.9	L3	Supplier	The Supplier shall define the configuration of each Client Build and provide the configuration document to the Authority within three (3) months of the Effective Date for approval.
34.1.10	L3	Supplier	On an ongoing basis through the Term, at the request of the Authority, the Supplier shall define the configuration of each Client Build and provide the configuration document to the Authority for approval, in line with the Authority's Technical Framework Document.
34.1.11	L3	Supplier	The Supplier shall agree with the Authority a Technology Refresh Policy in relation to Standard End User Client Devices.
34.1.12	L3	Supplier	The Supplier shall ensure that the Technology Refresh Policy complies with the Authority's Technical Framework Document.
34.1.13	L3	Supplier	The Supplier shall define and implement a process to monitor the health and performance of End User Client Devices.

34.2 Bring Your Own Device ("BYOD")

Ref	Level	Owner	Description
34.2.1	L3	Supplier	The Supplier shall support and maintain the existing BYOD solution for the named E-VIPs as per the Technical Framework Document (TFD).

34.3 Peripheral Equipment

Ref	Level	Owner	Description
34.3.1	L3	Supplier	The Supplier shall ensure that any and all Peripheral Equipment and ancillary devices which are contained within the Products and Services Catalogue are supported and compatible with the End User Client Devices.
34.3.2	L3	Supplier	The Supplier shall integrate Peripheral Equipment with End User Client Devices and Client Builds as required to ensure that they are fully functional.
34.3.3	L3	Supplier	Where the Supplier, the Authority, or the Other Suppliers identify that any Peripheral Equipment is no longer capable of delivering the Services, then the Supplier shall propose alternative Peripheral Equipment to the Authority for consideration and approval.
34.3.4	L3	Supplier	The Supplier shall provide any additional Peripheral Equipment requested by the Authority to any location in which the Authority operates from, at the request of the Authority.

34.4 Non-Standard Hardware and Software

Ref	Level	Owner	Description
34.4.1	L3	Supplier	The Supplier shall support the Authority non-standard systems, including, without limitation the following: ▪ equipment; ▪ applications ▪ Software
34.4.2	L3	Supplier	The Supplier shall, on request by the Authority, investigate and repair or where repair is not possible, provide options for the replacement of faulty standard and non-standard items.
34.4.3	L3	Supplier	The Supplier shall, where non-standard kit, applications or Software are identified by the Authority or by the Supplier during the provision of the Services, highlight to the Authority options for the continuing support, upgrade or replacement of such non-standard items with standard items.

34.5 Removal, Disposal and Re-Use

Ref	Level	Owner	Description
34.5.1	L3	Supplier	The Supplier shall, on request by the Authority, de-install and remove any assets, including but not limited to End User Client Devices, printers and/or non-standard items. Following removal, any assets or items which cannot be re-deployed must be disposed of in accordance with Schedule 2.3. (Standards), including in particular any relevant Standards in respect of sustainability, data security, health and safety and the Waste Electrical and Electronic Equipment (WEEE) Regulations.
34.5.2	L3	Supplier	The Supplier shall, before disposal, assess and ensure any re-useable assets are recovered, stored and available for re-deployment.
34.5.3	L3	Supplier	The Supplier shall erase all Authority Data on un-installed assets when taken out of service in accordance with all any applicable Standards as contained in Schedule 2.3 (Standards).

CONTRACT FOR THE PROVISION OF
IMS4 SERVICES

34.5.4	L3	Supplier	The Supplier shall, each Service Period, produce an asset disposal report detailing all and any assets disposed by the business unit, cost centre, site location code (SLOC), including identification of the last End User. The asset disposal report shall also include confirmation of secure data destruction and End User Computing CMDDB update, in accordance with Schedule 8.4 (<i>Reports and Records</i>).
34.5.5	L3	Supplier	The Supplier shall ensure that the CMDDB and the Asset Management Database are updated with any changes, including changes to both hardware and Software.
34.5.6	L3	Supplier	The Supplier shall agree and implement a Process with the Authority by which Removable Storage Media may be securely disposed.

35. Installation, Move, Add, Change and Disposal (IMACD)

35.1 IMACD General

Ref	Level	Owner	Description
35.1.1	L3	Supplier	The Supplier shall plan, schedule and undertake IMACDs in accordance with the Authority's Request Fulfilment Policy and Process and the Authority's Change Management Policy and Process within agreed timescales.
35.1.2	L3	Supplier	The Supplier shall ensure that the Authority's CMDB and Asset Management Database are updated in accordance with the Authority's Configuration Management Policies and Processes following any Changes.
35.1.3	L3	Supplier	The Supplier shall agree and implement a Process with the Authority by which Removable Storage Media may be sent for secure disposal.
35.1.4	L3	Supplier	The Supplier shall undertake and co-ordinate all installations, de-installations, cascades, moves, additions, refurbishments and changes for the Authority's End User environment, and related End User Services at Authority Premises.
35.1.5	L3		The Supplier shall co-ordinate IMACDs where multiple Other Suppliers are involved.
35.1.6	L3	Supplier	The Supplier shall provide the ability for End Users to work remotely, supporting new or changed devices delivered to remote End Users.
35.1.7	L3	Supplier	The Supplier shall create and document the necessary Procedures to enable IMACD execution in line with the Authority's Policies and Processes.
35.1.8	L3	Supplier	The Supplier shall, where required, conduct surveys on the Authority Premises to determine the location(s) of the IMACD and any special requirements at the applicable location(s).
35.1.9	L3	Supplier	The Supplier shall ensure that cabling is provided and connected from the device to the network outlet (such as wall port or WIFI, but not a switch).
35.1.10	L3	Supplier	The Supplier shall confirm to the Authority the new and/or existing configuration of the End User equipment and Software associated with performing the IMACD. The Supplier shall conform to configurations approved by Authority.
35.1.11	L3	Supplier	The Supplier shall perform any required IMACD Procedures in accordance with the Authority's Change Management Policy and Process.
35.1.12	L3	Supplier	The Supplier shall define a standard Test and Test Success Criteria for Authority agreement and approval in the delivery of IMACDs.
35.1.13	L3	Supplier	The Supplier shall provide guidance, as appropriate, to the End User(s) receiving the IMACD.
35.1.14	L3	Supplier	The Supplier shall perform IMACDs for Supplier Personnel without additional charge to Authority.
35.1.15	L3	Supplier	Where required IMACD volumes extend beyond agreed thresholds, as defined in the Authority's Request Fulfilment Policy and Process, the Supplier shall ensure the fulfilment model will be achieved via a non-standard Service Request (which may require extra controls).
35.1.16	L3	Supplier	The Supplier shall, on request, de-install and, remove any assets used in the provision of the Services. Following removal, any assets or items which cannot be re-deployed must be disposed of in compliance with the Authority's Service Asset and Configuration Management Policies and Processes.
35.1.17	L3	Supplier	The Supplier shall securely erase all Authority Data on un-installed assets when taken out of service, or where being re-allocated, in accordance with the Authority's Information Security Management Policy and Processes.

CONTRACT FOR THE PROVISION OF
IMS4 SERVICES

35.1.18	L3	Supplier	The Supplier shall, for each Service Period, produce an asset disposal report detailing all and any assets disposed of and identify the last End User. The Supplier shall also include in the asset disposal report confirmation of secure data destruction and End User Computing, CMDB update, in accordance with the Authority's Management Information and reporting requirements, as contained in Schedule 8.4 (<i>Reports and Records</i>).
---------	----	----------	---

36. End User Support Services

36.1 End User Support Services

Ref	Level	Owner	Description
36.1.1	L3	Supplier	The Supplier shall collate existing instructions and detailed guidance and develop and maintain new instructions and detailed guidance. The Supplier shall, in response to any Changes to the Services update the instructions, guidance and training materials in line with the Changes (as required) and make these available online for the benefit of all End Users.
36.1.2	L3	Supplier	The Supplier shall ensure that End User support services integrate into the IT helpline, the ITSM Product and its aligned processes.
36.1.3	L3	Supplier	The Supplier shall ensure that the hours of support are as per the hours of operation section of the Authority's Technical Framework Document.
36.1.4	L3	Supplier	The Supplier shall ensure that End User support is available via multiple channels as specified in Part A of this Schedule.
36.1.5	L3	Supplier	The Supplier shall ensure that support agents must be able to remotely access an End User Client Device and resolve incidents whilst adhering to the Authority's Information Security Policy and Standards, as contained in Schedule 2.3 (Standards).
36.1.6	L3	Supplier	The Supplier shall be responsible for the end-to-end ownership and management of all in-scope End User support services.
36.1.7	L3	Supplier	The Supplier shall provide one-to-one advice and guidance on the use of the Services, at the request of the Authority or an End User.
36.1.8	L3	Supplier	The Supplier shall deploy and utilise End User Computing analytics agents on each End User Client Device to collect real time data points enabling proactive remediation of issues.
36.1.9	L3	Supplier	The Supplier shall notify the Authority of any technical issues and Planned Maintenance that affect Service Availability prior to the commencement of the Planned Maintenance, or if prior notice is not feasible, as soon as reasonably practicable following emergence of the technical issue.
36.1.10	L3	Supplier	The Supplier shall provide an on-site support capability at each defined location (as specified in the Authority's Technical Framework Document) as well as floor walkers for a period to be agreed between the Authority and the Supplier, to address any End User issues post IMACD. Furthermore, the Supplier will also work with the Authority in providing support from Tech Hubs where required by the Authority.
36.1.11	L3	Supplier	The Supplier shall provide, for the nominated meeting rooms, daily on-site checks to ensure that video/voice conferencing equipment is functioning correctly. In the event of any issues with room facilities not being resolved immediately on site, an Incident will be raised via the Service Desk following standard Incident Management Processes. Sites requiring meeting room checks are detailed in the Authority's Technical Framework Document.

36.2 VIP Support Service

Ref	Level	Owner	Description
36.2.1	L3	Supplier	
36.2.2	L4	Authority	
36.2.3	L4	Authority	
36.2.4	L3	Supplier	
36.2.5	L4	Authority	
36.2.6	L3	Supplier	
36.2.7	L4	Authority	
36.2.8	L3	Supplier	
36.2.9	L3	Supplier	
36.2.10	L3	Supplier	
36.2.11	L3	Supplier	
36.2.12	L3	Supplier	
36.2.13	L3	Supplier	
36.2.14	L3	Supplier	
36.2.15	L3	Supplier	

36.3 Accessibility Services

Ref	Level	Owner	Description
36.3.1	L3	Supplier	The general Accessibility Services Authority Requirements are set out in Authority Requirements 35.3.1.1 to 35.3.1.3 below.

CONTRACT FOR THE PROVISION OF
IMS4 SERVICES

36.3.1.1	L3	Supplier	The Supplier shall ensure all Services, including all associated guidance and communications, are accessible and usable, including those requiring the use of assistive technology, in accordance with all relevant Government Digital Standards and Authority Policies, Processes and Standards.
36.3.1.2	L3	Supplier	The Supplier shall, subject to the Authority's independent assessment and recommendation of Products and Services, support the Accessibility End User's needs appropriately.
36.3.1.3	L3	Supplier	The Supplier must provide suitably qualified Supplier Personnel to review the Authority's independent assessment and arrange delivery of the right solutions.
36.3.2	L3	Supplier	The Accessibility Demonstration requirements are set out in Authority Requirements 36.3.2.1 to 36.3.2.3 below.
36.3.2.1	L3	Supplier	The Supplier shall conduct accessibility training of recommended Accessibility Solutions to End Users, when requested by the Accessibility End User.
36.3.2.2	L3	Supplier	The Supplier shall provide accessibility training and configurations shall be conducted within five (5) Working Days of the request being made by the Accessibility End User, unless the accessibility training relates to a product that is not listed within the Products and Services Catalogue, in which case a separate timescale may be agreed with the Authority.
36.3.2.3	L4	Authority	The Authority shall ensure that the Accessibility End User nominates three reasonable dates for the Supplier to perform the Accessibility Scripting and Mentoring.
36.3.3	L3	Supplier	The provision and support of Accessibility Solutions Requirements are set out in Authority Requirements 36.3.3.1 to 36.3.3.3 below.
36.3.3.1	L3	Supplier	The Supplier shall provide additional support to End Users, including configuration of equipment and / or Software to meet the specific needs of the Accessibility End User within five (5) Working Days of receipt of a request via the Products and Services Catalogue.
36.3.3.2	L3	Supplier	Following a Request or Incident which relates to the Supplier and the Other Suppliers, the Supplier shall co-operate with the Authority and the Other Supplier(s) and/or any other third parties as appropriate in the provision and support of an end-to-end Accessibility Solution.
36.3.3.3	L3	Supplier	The Supplier shall, at the request of the Authority, provide support (including instruction documentation) for Peripheral Equipment relating to Accessibility Solutions.
36.3.4	L3	Supplier	The Requests and Incidents Requirements are set out in Authority Requirements 36.3.4.1 to 36.3.4.2 below.
36.3.4.1	L3	Supplier	The Supplier shall provide a report to the Authority, as agreed with the Authority, each Service Period for the Accessibility Solution Services which shall include: ▪ summary of numbers of requests and Incidents received; ▪ summary of number of requests and Incidents outstanding; ▪ summary of number of requests and Incidents closed. ▪ Request of Incident reference number; ▪ names of the Supplier Personnel dealing with the Request or Incident; ▪ End User details (name, location and contact details); ▪ line manager details (if known); ▪ brief description of the product or service requested or Incident; ▪ date of the Request or Incident raised; ▪ status of the Request or Incident;

CONTRACT FOR THE PROVISION OF
IMS4 SERVICES

			- a summary of registered Accessibility Solutions, End Users and active licenses per Software package, to include username, site location code (SLOC), business unit and contact details; - variance analysis between the number of registered Accessibility Software End Users and the numbers of licenses (if any); - notification of any changes to license and/or user information i.e. new End Users, office moves and deletions; and - recommendations to improve the utilisation of Accessibility Software. The Supplier shall also provide the Authority's Service Management team access to real-time data and reports via the ITSM Dashboard.
36.3.4.2	L3	Supplier	The Supplier shall report on all Accessibility Solution Service Requests and Incidents including, but not limited to: - month on month comparisons of numbers of requests and Incidents received; - month on month comparisons of numbers of requests and Incidents cleared; and - month on month comparisons of requests and Incidents cleared within the Performance Indicators The Supplier shall also provide the Authority's Service Management team access to real-time data and reports via the ITSM Dashboard.
36.3.5	L3	Supplier	The Technology Refresh Service requirements are set out in Authority Requirements 35.3.5.1 to 35.3.5.2 below.
36.3.5.1	L3	Supplier	The Supplier shall provide information regarding the availability of new items of hardware and Software which are generally available in the market, in order to maintain the currency of Accessibility Solutions in accordance with the Authority's continuous improvement objectives and Clause 8 (<i>Goods and Services Improvement</i>).
36.3.5.2	L3	Supplier	The Supplier shall work with third party suppliers to identify new hardware or Software to meet the needs as defined by the Authority. The Supplier shall recommend items and support arrangements to the Authority for inclusion in the Products and Services Catalogue.

37. Common End User Services

37.1 Access to Authority Business Systems

Ref	Level	Owner	Description
37.1.1	L3	Supplier	The Supplier shall be responsible for the development, maintenance and support of multiple Client Builds. The Supplier shall ensure that the Client Builds will be compliant with modern device management practices and meet the requirements of the Authority.
37.1.2	L3	Supplier	The Supplier shall ensure that all Client Builds be included in the Definitive Media Library.
37.1.3	L3	Supplier	Where the Supplier, the Authority, or the Other Suppliers identify that a Client Build is no longer capable of delivering the Services, then the Supplier shall develop a fit for purpose Client Build.
37.1.4	L3	Supplier	The Supplier shall define the configuration of each Client Build and provide the configuration document to the Authority within three (3) months of the Effective Date for approval.
37.1.5	L3	Supplier	The Supplier shall ensure that End User Client Devices enable End Users to access the Services to which they are authorised.
37.1.6	L3	Supplier	The Supplier shall provide the facility for all End Users to access web-based applications, through a W3C compliant browser, supporting all common industry standard plug-ins.
37.1.7	L3	Supplier	The Supplier shall provide login facilities and any necessary Authority Software to allow secure access to the Authority's business systems.

37.2 Messaging Services

Ref	Level	Owner	Description
37.2.1	L3	Supplier	The Supplier shall provide each End User with one unique messaging account, unless agreed otherwise with the Authority.
37.2.2	L3	Supplier	The Supplier shall provide and maintain messaging accounts that are not directly connected to a single End User which shall include but not be limited to group messaging accounts (shared mailboxes).
37.2.3	L3	Supplier	The Supplier shall provide a solution to link messaging accounts to one or more other messaging addresses within the Authority's domain.
37.2.4	L3	Supplier	For each Service Period, the Supplier shall provide the Authority with information regarding the number of messaging accounts with no activity in the previous Service Period. The format of the information shall be agreed between the Supplier and the Authority.
37.2.5	L3	Supplier	The Supplier shall manage a facility to limit the size of a message sent both internally and externally in accordance with size limits agreed with the Authority.
37.2.6	L3	Supplier	The Supplier shall provide bi-directional integration between the messaging Service and Directory Services.
37.2.7	L3	Supplier	The Supplier shall manage the messaging Service to prevent the transmission of messages that do not comply with the Government Security Classification Scheme and the Authority's information assurance Policies.
37.2.8	L3	Supplier	The Supplier shall manage audit facilities and provide Management Information which includes but is not limited to: ▪ messaging transmission patterns and profiles; and

37.2.9	L3	Supplier	- Source and destination journaling of transmitted messages. The Supplier shall manage the messaging Service so that all inbound and outbound messages are subject to content filtering including but not limited to: - anti-virus; and - spam filtering.
37.2.10	L3	Supplier	The Supplier shall maintain the rule set for content filtering and submit any amendments to the rule set to the Authority for approval, when required.
37.2.11	L3	Supplier	The Supplier shall configure the End User Client Devices so that they are provided with a cache of the End User's mailbox, so as to enable the End User to work when their End User Client Devices is not connected to a network.

37.3 Calendar Services

Ref	Level	Owner	Description
37.3.1	L3	Supplier	The Supplier shall maintain the configuration of calendar Services for End Users, Groups and resources.
37.3.2	L3	Supplier	The Supplier shall manage the calendar Service with the messaging Service and other Services, including but not limited to: - address book services; - Presence and Instant Messaging Service; and - workgroup collaboration and sharing.
37.3.3	L3	Supplier	The Supplier shall manage the configuration of the calendar Service so that it integrates with the Directory Services.
37.3.4	L3	Supplier	The Supplier shall manage the calendar Services that are not directly connected to a single End User which shall include but not be limited to Group calendars.

37.4 Address Book Services

Ref	Level	Owner	Description
37.4.1	L3	Supplier	The Supplier shall manage the configuration of an address book for End Users.
37.4.2	L3	Supplier	The Supplier shall manage the address book component so that it integrates with the Directory Services.
37.4.3	L3	Supplier	The Supplier shall manage the configuration of the address book Service with the messaging Service and other Services, including but not limited to: - calendar Services; and - Presence and Instant Messaging Service.
37.4.4	L3	Supplier	The Supplier shall manage the address book Service to ensure that it contains contact details for all End Users within the Authority, irrespective of business unit, role or location.

37.5 Office Automation

Ref	Level	Owner	Description
37.5.1	L3	Supplier	The Supplier shall manage and maintain the Office Automation solution on behalf of the Authority.
37.5.2	L3	Supplier	The Supplier shall support integration between the Office Automation solution, other services, and business applications.
37.5.3	L3	Supplier	The Supplier shall provide platform administration support for the workflow and other coding integrations that are part of the Office Automation suite.
37.5.4	L3	Supplier	The Supplier shall support, configure, monitor, and manage all aspects of the Authority's Office Automation suite tenant.
37.5.5	L3	Supplier	The Supplier shall make all applications within the Office Automation suite available to End Users, in accordance with the Authority's requirements.
37.5.6	L3	Supplier	The Supplier shall provide support to End Users for all of the applications in the Office Automation suite unless specified otherwise in the Technical Framework Document.
37.5.7	L3	Supplier	The Supplier shall configure and manage policies to control data leakage in the Office Automation suite, as described in the Authority's Technical Framework Document.
37.5.8	L3	Supplier	The Supplier shall configure and manage the classification and labelling functionality in the Office Automation suite, as described in the Technical Framework Document.

37.6 Presence and Instant Messaging

Ref	Level	Owner	Description
37.6.1	L3	Supplier	The Supplier shall manage, configure and support a Presence and Instant Messaging Service that fully integrates with the collaboration toolset.
37.6.2	L3	Supplier	The Supplier shall integrate the Presence and Instant Messaging Service with the messaging Service and other Services including but not limited to: - calendar services; - address book Service; - messaging Service; and - workgroup collaboration and sharing Service.
37.6.3	L3	Supplier	The Supplier shall configure the instant messaging component so that it allows End Users to exchange text-based messages, electronic documents and share their workspace.
37.6.4	L3	Supplier	The Supplier shall configure the presence management component so that it has the ability to communicate to each End User the availability status of any other End User.
37.6.5	L3	Supplier	The Supplier shall configure the presence management component so that it integrates with the Directory Services.
37.6.6	L3	Supplier	The Supplier shall configure and support the End User Client Device voice and video conferencing Service to provide End Users with the capability to hold voice and video conferences with one or more other End Users.
37.6.7	L3	Supplier	The Supplier shall configure and support the capability to ensure that all instant messaging conversations are stored, allowing the content of the conversation to be subsequently accessed by the End Users that participated in the conversation.

37.7 Workgroup Collaboration and Sharing

Ref	Level	Owner	Description
37.7.1	L3	Supplier	The Supplier shall provide access to the workspace collaboration and sharing Service from End User Client Devices.
37.7.2	L3	Supplier	The Supplier shall integrate the workgroup collaboration and sharing Service with the directory Service or the Identity and Access Management Service, as agreed with the Authority.
37.7.3	L3	Supplier	The Supplier shall provide administrative access to the workspace collaboration and sharing Service to the Authority and Other Suppliers as requested by the Authority.

37.8 Collaboration Toolset

Ref	Level	Owner	Description
37.8.1	L3	Supplier	The Supplier shall manage and maintain the collaboration toolset so that End Users nominated by the Authority are able to search across the collaboration toolset data to enable the Authority to respond to official requests or deal with security and audit issues.
37.8.2	L3	Supplier	The Supplier shall manage and maintain the collaboration toolset so that the End User archive mailboxes are available from End User Client Devices.
37.8.3	L3	Supplier	The Supplier shall, on request from the Authority and in line with the operational Change Management Policies and Processes, federate the Presence and Instant Messaging Service with other organisations nominated by the Authority.
37.8.4	L3	Supplier	The Supplier shall, on request from the Authority and in line with the operational Change Management Policies and Processes, configure the collaboration toolset directory to enable the Other Suppliers' and systems to create, read, update or delete information.
37.8.5	L3	Supplier	The Supplier shall configure Single Sign On (SSO) for access to messaging and office automation services through both client Software, including browser interfaces, where: a) such access originates from devices authenticated by the infrastructure directory or collaboration toolset directory; and b) such access originates from devices connected via a secure RAS or LAN Services.
37.8.6	L3	Supplier	The Supplier shall enable multi-factor authentication ("MFA") for all access to the instant messaging and office automation services, except where: a) such access originates from devices authenticated by the infrastructure Directory or collaboration toolset directory; and b) such access originates from devices connecting via the Secure RAS or LAN Services (unless otherwise agreed with the Authority).
37.8.7	L3	Supplier	The Supplier shall manage and maintain access for the Authority's End Users to the: a) office automation; b) Presence and Instant Messaging Service; and c) messaging Services from End User Client Devices through client software, including internet browsers.
37.8.8	L3	Supplier	The Supplier shall register all End User Client Devices in the collaboration toolset directory and remove accounts for decommissioned devices.

37.8.9	L3	Supplier	The Supplier shall apply, maintain and support the configuration of the collaboration toolset directory to enable integration with the Directory Services of other organisations as nominated by the Authority. The Supplier shall ensure any such federation will be performed following a request by the Authority and in line with the operational Change Management Policies and Processes.
--------	----	----------	---

37.9 End User Computing Technical Framework

Ref	Level	Owner	Description
37.9.1	L3	Supplier	The Supplier shall provide input to the Authority's Technical Framework Document, as required, including but not limited to the scope of the Authority's Service Management Policies and Processes. This input shall be subject to Authority approval. Following any approval by the Authority, the Supplier shall make any such guidance available to the Authority and Other Suppliers.
37.9.2	L3	Supplier	The Supplier shall provide and maintain detailed instructions and guidance for End Users on, Authority Computing applications in accordance with the Authority's Technical Framework Document.
37.9.3	L3	Supplier	The Supplier shall provide End Users nominated by the Authority with a toolset agreed by the Authority for the purpose of developing Authority computing applications. The Supplier shall ensure that such toolset is capable of any required application delivery in accordance with the Authority's business requirements. The Supplier shall ensure that the Authority computing applications enable the use of the application by other End Users.
37.9.4	L3	Supplier	The Supplier shall prepare and provide an Impact Assessment to the Authority before making any Changes to the Services that might impact End User Computing.
37.9.5	L3	Supplier	On receipt of an Incident relating to End User Computing, the Supplier shall investigate the cause of that Incident. The Supplier shall manage the Incident Process and provide advice and guidance to the Authority and Other Suppliers where Incidents relate to the application and not to the infrastructure.
37.9.6	L4	Authority	The Authority shall support the Supplier in the resolution of Incidents relating to End User Computing by providing Resolver Group services where requested by the Supplier.
37.9.7	L3	Supplier	The Supplier shall provide, support and maintain a production delivery environment in accordance with the Authority's End User Computing Technical Framework.
37.9.8	L3	Supplier	The Supplier shall provide, support and maintain development and Test Environments to support the development of Authority's computing applications, including but not limited to the ability to promote Authority's computing applications from development through to production.
37.9.9	L3	Supplier	On request from the Authority, the Supplier shall investigate specified legacy EUC applications utilised by End Users and on receipt of a further request, remediate such applications and deliver such remedies into the End User Computing environment in accordance with the Authority's End User Computing Technical Framework.
37.9.10	L3	Supplier	The Supplier shall develop and maintain an End User Computing Technical Framework, for approval by the Authority, including but not limited to the scope of the EUC Service, Policies, Procedures and Standards, which shall be consistent with the Authority's document 'Small Systems and End User Computing'. The Supplier shall make any such guidance available to the Authority and Other Suppliers.
37.9.11	L3	Supplier	The Supplier shall, on receipt of an Incident relating to End User Computing, investigate the cause of that Incident, and resolve that Incident within three (3) Working Days (where possible). The Supplier shall manage the Incident Process

			and provide advice and guidance to the Authority and Other Suppliers where Incidents relate to the application and not to the infrastructure.
--	--	--	---

37.10 Technical Security Requirements

Ref	Level	Owner	Description
37.10.1	L3	Supplier	The Supplier shall provide and manage End-Point Control and End-Point Encryption, specifically the control of attached data-storage Peripheral Equipment including (but not limited to) memory sticks, hard drives and optical media recorders. On request by the Authority, the Supplier shall grant Authorised End Users with access to authorised devices. The Supplier shall provide reports per Service Period on approved Peripheral Equipment relating to their usage, and the number of successful and unsuccessful connections.
37.10.2	L3	Supplier	The Supplier shall ensure that administrators are able to remotely block End User access.
37.10.3	L3	Supplier	The Supplier shall ensure that administrators are able to remotely wipe a device and restore to factory settings.
37.10.4	L3	Supplier	The Supplier shall ensure that all Services achieve the Cyber Essentials Plus requirements, or their future replacement, in accordance with Schedule 2.3 (<i>Standards</i>) and Schedule 2.4 (<i>Security Management</i>)
37.10.5	L3	Supplier	The Supplier shall ensure that all solutions provide: a) regular Management Information to show the state of the End User environment; and b) the continued maintenance of the security compliance with the: i) Authority's Standards as contained in Schedule 2.3 (<i>Standards</i>); and ii) the National Cyber Security Centre (NCSC) Standards.
37.10.6	L3		The Supplier shall ensure that all solutions should state how endpoints can be managed (e.g. disabled en-masse) in the case of a security Incident. This should include a description of the processes and the technologies that would be used to manage the security Incident.

38. Common Infrastructure Services

38.1 Naming and Addressing Services

Ref	Level	Owner	Description
38.1.1	L3	Supplier	The Supplier shall manage and leverage Domain Name System (DNS) and Dynamic Host Configuration Protocol (DHCP) Services for all End Users and End User Client Devices in accordance with the Authority's Information Security Policy and Standards and the Security Management Plan, as contained in Schedule 2.4 (<i>Security Management</i>).
38.1.2	L3	Supplier	The Supplier shall manage the internet protocol ("IP") address blocks.
38.1.3	L3	Supplier	The Supplier shall allocate appropriate IP address blocks.
38.1.4	L3	Supplier	The Supplier shall configure, manage and maintain the Services required to support DNS and DHCP Services.
38.1.5	L3	Supplier	The Supplier shall, where required, work co-operatively with the Other Suppliers in optimising the use of DNS and DHCP Services.

38.2 Time Services

Ref	Level	Owner	Description
38.2.1	L3	Supplier	The Supplier shall maintain synchronisation of all servers and End User Client Devices operating in the Live Environment and all End User Client Devices operating in the Test Environments with agreed time sources and the Master Time Reference.
38.2.2	L3	Supplier	On receipt of an Operational Change Request, the Supplier shall disconnect and/or reconnect servers and End User Client Devices operating in the Test Environments from the Master Time Reference.

38.3 Directory Services

Ref	Level	Owner	Description
38.3.1	L3	Supplier	The Supplier shall provide input to a Directory Services and identity management strategy for the Authority.
38.3.2	L3	Supplier	The Supplier shall plan, design, install, maintain and support the Directory, Identity and Access Management Service for Authority Services and where applicable the end to end Services as described within the Technical Framework Document.
38.3.3	L3	Supplier	The Supplier shall ensure that the Identity and Access Management Service supports the Authority's Access Management Policies and Processes and the End User Administration Policies.
38.3.4	L3	Supplier	The Supplier shall make the Identity and Access Management Service available to the Other Suppliers to support the Authority's Access Management Policies and Processes and the Authority's End User Administration Policy.
38.3.5	L3	Supplier	The Supplier shall implement and enforce the Authority's Password Management Policy for the Identity and Access Management Service, unless otherwise agreed with the Authority.

CONTRACT FOR THE PROVISION OF
IMS4 SERVICES

38.3.6	L3	Supplier	The Supplier shall update the Identity and Access Management Operating Procedures not less than annually following the Effective Date and submit it to the Authority for approval.
38.3.7	L3	Supplier	The Supplier shall make available the approved Identity and Access Management Operating Procedures through the SKMS within one (1) Working Day of the update being approved.
38.3.8	L3	Supplier	The Supplier shall ensure that the Identity and Access Management Service includes a master directory that provides a centralised, consistent view of all End User identities, organisational objects, service objects, and associated attributes.
38.3.9	L3	Supplier	The Supplier shall support and answer in a timely manner, any queries from the Authority regarding the Identity and Access Management Service master directory.
38.3.10	L3	Supplier	The Supplier shall manage, maintain and support connectors to enable the provisioning and synchronisation of identity and attribute data between any services being delivered to the Authority, including the Services, and the Identity and Access Management Service master directory.
38.3.11	L3	Supplier	The Supplier shall work and collaborate with the Other Suppliers to agree a specification for any new connector, including but not limited to: a) the attributes to be mastered within the Other Suppliers services and synchronised to the Authority's master directory; and b) the attributes to be synchronised from the Authority's master directory to the Other Supplier's service.
38.3.12	L3	Supplier	The Supplier shall ensure that the Identity and Access Management Service provisions and synchronises identity and attribute data between the Identity and Access Management Service and the systems provided by the Other Suppliers and the Authority.
38.3.13	L3	Supplier	The Supplier shall work and collaborate with Other Suppliers to support the capability to automate provisioning of Authority Services where agreed with the Authority.
38.3.14	L3	Supplier	The Supplier shall enable the integration of the Identity and Access Management tools with the Authority's Products and Services Catalogue.
38.3.15	L3	Supplier	The Supplier shall manage, maintain and support a federated Identity and Access Management capability for the Authority Services and make this capability available to the Authority and Other Suppliers and where appropriate, any other HM Government departments.
38.3.16	L3	Supplier	The Supplier shall, where required by the Authority, provide, maintain and support a self-service password management function to enable End Users to update their account password in accordance with the Authority's Password Management Policy and for this update to be synchronised to all applicable target Services.
38.3.17	L3	Supplier	The Supplier shall provide, maintain and support a Self-Service Facilities to allow End Users to amend personal attribute information held within the Identity and Access Management Service.
38.3.18	L3	Supplier	The Supplier shall ensure that the Identity and Access Management Service provides the capability for an End User to delegate the capability to update their personal attribute information to another End User.
38.3.19	L3	Supplier	The Supplier shall work with the Authority to ensure that the Supplier's Self-Service Facilities is delivered through the Authority's self-service portal.
38.3.20	L3	Supplier	The Supplier shall configure and support the Identity and Access Management Service such that it shall synchronise any Change to attribute data to all target Services within one (1) hour of the Change being committed on the originating system.

38.4 Authentication Services

Ref	Level	Owner	Description
38.4.1	L3	Supplier	The Supplier shall ensure Authentication Services comply with the Authority's Information Security Policy, Schedule 2.3 (<i>Standards</i>) and the Security Management Plan as contained in Schedule 2.4 (<i>Security Management</i>) (incl. Cyber Essentials Plus).
38.4.2	L3	Supplier	The Supplier shall provide, maintain and support Authentication Services for all End Users and End User Client Devices, comprising facilities for identification and Access Management, including Single Sign On and Public Key Infrastructure.
38.4.3	L3	Supplier	The Supplier shall provide recommendations on improvements to recognised industry best practice for authentication at a frequency to be agreed with the Authority.
38.4.4	L3	Supplier	The Supplier shall provide a Single Sign On and Authentication Service for End Users where applications and services provided by the Other Suppliers allow for this.
38.4.5	L3	Supplier	The Supplier shall extend the Single Sign On service to add such New Applications as may be specified by the Authority.
38.4.6	L3	Supplier	The Supplier shall participate in the design of, and subsequently implement and maintain, the agreed options for future Authentication Services.

38.5 Single Sign-On

Ref	Level	Owner	Description
38.5.1	L3	Supplier	The Supplier shall manage and maintain the required Software on End User Client Devices to allow End Users to access business Services via a Single Sign On solution.
38.5.2	L4	Authority	The Authority shall provide the Supplier with details of the Authority approved methods for Single Sign On to the applicable Business Services.

38.6 Remote Access

Ref	Level	Owner	Description
38.6.1	L3	Supplier	The Supplier shall provide the required software on End User Client Devices to allow End Users to access the Services from remote locations utilising any Authority approved method as detailed in the Authority's Technical Framework Document. The Supplier shall adhere to the Authority approved methods for: a. remote access to the Services from fixed locations; and b. mobile access to the Services.
38.6.2	L4	Authority	The Authority shall provide the Supplier with details of the Authority approved methods for remote access to the Services from fixed locations.
38.6.3	L4	Authority	The Authority shall provide the Supplier with details of the Authority approved methods for mobile access to the Services.

38.6.4	L4	Authority	The Authority shall notify the Supplier which applications and services shall be available to End Users via remote and mobile access.
--------	----	-----------	---

38.7 Print Services for Non-Managed Scanner Devices

Ref	Level	Owner	Description
38.7.1	L3	Supplier	The Supplier shall, in agreement with the Authority, maintain and support directly attached scanners.
38.7.2	L3	Supplier	The Supplier shall repair or replace scanners and ensure appropriate End User connectivity/functionality.
38.7.3	L3	Supplier	The Supplier shall identify, prepare, Test, distribute, manage, maintain and provide End User support for the required drivers for the range of directly attached printers and scanners issued by the Authority.

38.8 Technical Infrastructure Services – General

Ref	Level	Owner	Description
38.8.1	L3	Supplier	The Supplier shall provide, manage and support an internet access service that enables End Users secure, controlled access to the internet.
38.8.2	L3	Supplier	The Supplier shall ensure that no End User is permitted access to the internet until the End User has been authenticated.
38.8.3	L3	Supplier	The Supplier shall manage End User access to internet sites by implementing access controls in accordance with the Authority's internet usage Policy.
38.8.4	L3	Supplier	The Supplier shall ensure the internet access service is capable of applying different internet access controls to different groups or business units.
38.8.5	L3	Supplier	The Supplier shall manage content filtering to block End User or groups access to inappropriate URLs or sites as specified by the Authority and maintain a list of such inappropriate URLs or sites.
38.8.6	L3	Supplier	The Supplier shall manage content filtering to allow End User or group access to appropriate URLs or sites as specified by the Authority and maintain a list of such appropriate URLs or sites.
38.8.7	L3	Supplier	The Supplier shall maintain a content filtering facility to block End Users or groups access to inappropriate URLs or sites as specified by the Authority, to assess in real-time such URLs or sites against defined categories and to place uncategorised URLs into the correct list. The Supplier shall maintain this list of such inappropriate URLs or sites.
38.8.8	L3	Supplier	The Supplier shall, in support with Other Suppliers and/or third parties, provide the ability to monitor and protect against suspicious or malicious active content in accordance with the Authority's internet usage Policy.
38.8.9	L3	Supplier	The Supplier shall provide audit facilities and Management Information to the Authority which includes but is not limited to: a) End User internet patterns and profiles; and b) URLs and internet sites.
38.8.10	L3	Supplier	The Supplier shall provide the ability to separately audit internet access for some groups in accordance with the Authority's internet usage Policy.
38.8.11	L3	Supplier	The Supplier shall implement the necessary security controls and equipment to ensure the Supplier's internet connectivity Service is fully functional.

38.8.12	L3	Supplier	The Supplier shall manage PKI infrastructure, SSL certificates and renewals on behalf of the Authority.
---------	----	----------	---

38.9 Technical Infrastructure Services – Gateway Services

Ref	Level	Owner	Description
38.9.1	L3	Supplier	The Supplier shall design, provide, maintain and support Gateway Services to enable controlled connectivity between IT Environments. The Gateway Services shall implement security controls as required in accordance with the Authority's Information Security Policy and Standards.
38.9.2	L3	Supplier	The Supplier shall provide the facility for the Other Suppliers and/or third parties to integrate, provide, maintain and support security controls specific to their Services within the Gateway Services provided.
38.9.3	L3	Supplier	The Supplier shall integrate, provide, maintain and support security controls specific to the Gateway Services, in accordance with the Authority's Information Security Policy and Standards.
38.9.4	L3	Supplier	The Supplier shall work and collaborate with the Other Suppliers and/or third parties to ensure the Gateway Services are fully functional.
38.9.5	L3	Supplier	The Supplier shall provide, manage and maintain interoperability Gateways and/or Inter-Domain Gateways between the Authority IT Environments and other IT environments to protect information assets including the following types of environment: a) Authority IT Environments b) Other Supplier IT Environments c) Health and Social Care Network (HSCN) d) Public Services Network (PSN) e) CJSM Government Legal Network f) Other external IT environments
38.9.6	L3	Supplier	The security controls to be implemented at an interoperability Gateway or Inter-Domain Gateway shall be determined in accordance with the Authority's Information Security Policy and Standards. The Supplier shall provide, maintain and support a remote access service to enable the Other Suppliers to Access Management IT Environments from the internet and this access shall provide: a) management of End User Accounts for the Supplier Personnel; b) authentication, authorisation and accounting of Supplier Personnel accessing the Service; c) multi-factor authentication for End Users accessing the service; d) security controls to ensure access originates from authorised End User Client Devices; and e) all Inter-Domain Gateways and interoperability Gateways required to support the Service.
38.9.7	L3	Supplier	The Supplier shall ensure that the Service is provided in accordance with the Authority's Information Security Policy and Standards, and the Authority's Access Management Policies and Processes. The Supplier shall make access to management IT Environments within the Authority's Hosting Services, available to the Other Suppliers, as required.

39. Common Control Services

39.1 End User Computing Architecture Model

Ref	Level	Owner	Description
39.1.1	L3	Supplier	The Authority will retain strategic architecture direction and strategy; however, the Supplier will play an important role in supporting these functions and providing on-going support of these functions.
39.1.2	L3	Supplier	The Supplier shall maintain a product roadmap for all supported Services.
39.1.3	L3	Supplier	The Supplier shall support the Authority architecture by completing the following: a) review and respond to Authority's requests to review platform selection decisions, including providing technical support to technical configuration and support Policies and Procedures; b) suggest typical systems, device and equipment configurations in support of the Authority's strategic business direction and supporting architecture; c) review Authority business cases and suggest alternatives as needed; d) participate in proof-of-concept projects, including suggesting typical industry best practices; e) provide subject matter expertise for assisting in planning and organising Authority infrastructure pilot and Test projects, including all required integration; f) contribute to or develop requirements and statements of works for new technologies and architectures with a view to improving Authority experience of the Services provided (this applies to all Services) – introduce a much higher level on improving Authority experience, frictionless delivery, etc.; g) provide analysis and input to support the ongoing design and configuration standards for architectural purposes as appropriate; and h) update and provide documentation as architectural designs and decisions are approved.

39.2 Client Computing – Supplier Engineering Support Functions

Ref	Level	Owner	Description
39.2.1	L3	Supplier	The Supplier will provide engineering functions, including: a) detailed design and support requirements to meet the Authority's architecture and Information Security Policies and Standards in the management of the infrastructure; b) mapping new standards and requirements to currently deployed platform standards; c) providing gap analysis to the Authority regarding new platform standards compared to the current End User platform, or where appropriate the Supplier's support platform; d) translating the Authority's architecture requirements into specific configuration and deployment templates; e) developing and proposing new or enhanced infrastructure plans and designs on an on-going basis and in conjunction with the Change Management Policies and Processes; f) providing all required documentation creation and updates in accordance with the Authority's Service Management Policies and Processes; and

			g) engineering the infrastructure to provide optimisation and increased efficiencies.
--	--	--	---

39.3 End User Hardware and Software – Build

Ref	Level	Owner	Description
39.3.1	L3	Supplier	The Supplier shall, within the IT Environments and configurations as agreed with the Authority, provide the build, configuration, automation and personalisation of the: a) operating system; b) core End User software; c) service packs; and d) browser plug-ins (including appropriate Apps Stores), in order for the End User hardware to meet the Authority's security and functionality requirements as described in the Authority's Technical Framework Document.
39.3.2	L3	Supplier	The Supplier shall provide input on End User training materials to the Authority for approval as part of the release of each new build or significant Update to the build.
39.3.3	L3	Supplier	The Supplier shall review and Test Changes including, but not limited to, hotfixes, patches, Windows branches and service packs with the Authority's End User hardware builds for compatibility with existing Authority builds/ hardware to ensure that no bugs or issues are introduced as a result.
39.3.4	L3	Supplier	The Supplier shall support standard End User hardware builds incorporating hardware drivers and Software as procured by the Authority.
39.3.5	L3	Supplier	The Supplier shall, in conjunction with the Authority, seek to ensure that all End User hardware meets required local storage requirements and report to the Authority where required local storage requirements are not met.
39.3.6	L3	Supplier	The Supplier shall maintain log on scripts/log off scripts and start-up and shut-down scripts that enable defined End User hardware behaviour and control, as directed by the Authority.
39.3.7	L3	Supplier	The Supplier shall maintain and refresh operating systems, firmware and core End User software, so they remain under manufacturers' standard support, unless otherwise agreed with the Authority.
39.3.8	L3	Supplier	The Supplier shall monitor, assess and Test (to the appropriate level as agreed with the Authority) End User hardware patches, hotfixes, Windows branches and service packs, and recommend those patches, hotfixes, Windows branches and service packs which should be applied to improve stability, performance or security.
39.3.9	L3	Supplier	The Supplier shall implement hotfixes, patches, Windows branches and service packs to maintain the security and to ensure the currency of Authority End User hardware. The Supplier shall perform emergency patches as soon as possible in accordance with the Emergency Change Process set out in the Authority's Change Management Policies and Processes and all others as per the Authority's Technical Framework Document.
39.3.10	L3	Supplier	The Supplier shall develop, Test and maintain End User Client Devices builds in such a way that facilitates efficient deployment.
39.3.11	L3	Supplier	The Supplier shall provide a facility for local administrator access for selected Developer and Analyst user roles in accordance with the Authorities requirements, and as further described in the Authority's Technical Framework Document.

39.4 Build and Software Update Management

Ref	Level	Owner	Description
39.4.1	L3	Supplier	The Supplier shall proactively install updated anti-virus signature to the latest versions of the Build and Software in scenarios where End User hardware is not updating automatically, within timeframes agreed with the Authority and as described in the Authority's protective monitoring Policy.
39.4.2	L3	Supplier	The Supplier shall ensure remote support capabilities are part of the build and are available to other Authority approved End Users who may require this functionality. The Supplier shall also ensure that the remote support capabilities are integrated with the ITSM Product.
39.4.3	L3	Supplier	The Supplier shall use reasonable efforts, as agreed with the Authority, to continue to support Software even where the applicable Software vendor ceases to support old software.

39.5 Client Hardware and Software – Application Packaging and Deployment

Ref	Level	Owner	Description
39.5.1	L3	Supplier	The Supplier shall provide packaging, associated configuration, sequencing and deployment of all defined software in the scope of Authority's End User IT environment, in accordance with the Authority's Technical Framework Document.
39.5.2	L3	Supplier	The Supplier shall ensure all Supplier packages can be regressed to the previous working state/last known good configuration and the Supplier shall perform such regression, if required and/or requested by the Authority.
39.5.3	L3	Supplier	The Supplier shall investigate and resolve all install failures efficiently through root cause investigation of multiple failures, so that future installs can be performed electronically. The Supplier shall, following investigation of any install failures remediate the relevant packages as necessary to avoid manual intervention being required.
39.5.4	L3	Supplier	The Supplier shall notify the Authority of any Updates and Upgrades made available by the Other Suppliers in relation to any Software in the scope of the Authority's End User IT environment where the Update or Upgrade addresses a security issue or could have an impact on the Authority's business.
39.5.5	L3	Supplier	The Supplier shall fix any packages released by the Supplier that the Authority judges not to be fit for purpose during the package lifetime, by repackaging or updating existing packages, and shall remediate any issues discovered with the package before/during deployment, or after deployment if so agreed with the Authority.
39.5.6	L3	Supplier	The Supplier shall package software so that it does not require End User intervention for installation and should be packaged so as to minimise the number of reboots required.
39.5.7	L3	Supplier	The Supplier shall be responsible for keeping all software on the Authority's End User environment up to date including security fixes, patches and software revisions as described in the Technical Framework Document.
39.5.8	L3	Supplier	The Supplier shall minimise impact on End Users and business operations when distributing or installing software.
39.5.9	L3	Supplier	The Supplier shall inform End Users of any reboot required by a software installation and allow End Users to postpone reboot (within limits agreed with the Authority) other than in an emergency situation.
39.5.10	L3	Supplier	The Supplier shall ensure that evergreen updates are delivered in line with the Technical Framework Document.

39.5.11	L3	Supplier	The Supplier shall at the request of the Authority manually install software, where agreed between the Supplier and the Authority.
---------	----	----------	--

39.6 Software Maintenance (Security)

Ref	Level	Owner	Description
39.6.1	L3	Supplier	The Supplier shall: a) implement Service and Security releases as required, in accordance with the Authority's Release Management Policies, Processes and Procedures; b) notify the Authority of the core software releases and the Service and Security releases that are available in the market and update the release plan; c) manage and support the security patch management and anti-virus software management Processes across all End User Client Devices; d) monitor the availability and apply anti-virus software Updates, anti-virus signature Updates and software and Security releases; e) perform any reasonable activities to avoid virus infections and other Malicious Software; and f) assess the relevance and criticality of all security related patches and inform Authority of their priority.

39.7 Software Provisioning and Removal

Ref	Level	Owner	Description
39.7.1	L3	Supplier	The Supplier shall provide the Service, or the tooling and Processes to deliver and remove Software and ensure that Changes are reflected in the Supplier's ITAM solution.
39.7.2	L3	Supplier	The Supplier shall ensure that all Software is identified as part of any hardware de-commissioning, or removal of an End User, and allocated into the re-deployment pool for reuse in the Supplier's ITAM solution.
39.7.3	L3	Supplier	The Supplier shall automate the provision of Software wherever possible and fully integrate with the Supplier's ITAM solution.
39.7.4	L3	Supplier	Where a request is made for Software, the Supplier shall check Software availability in the re-Deployment pool and re-use any software identified as suitable via the Supplier's ITAM solution. Where the re-deployment pool contains no such suitable software, the Supplier shall notify the Authority to procure additional licences as are necessary.
39.7.5	L3	Supplier	The Supplier shall ensure non-standard software is compliant with the Authority's Information Security Policy and Standards and the Security Management Plan as contained in Schedule 2.4 (<i>Security Management</i>).

39.8 Alert Management

Ref	Level	Owner	Description
-----	-------	-------	-------------

39.8.1	L3	Supplier	The Supplier shall provide, support and maintain Alert management tooling, including, without limitation, Alerts, thresholds and reporting processes, as agreed with the Authority.
39.8.2	L3	Supplier	The Supplier shall monitor the Services for Alerts and/or breaches of defined thresholds.
39.8.3	L3	Supplier	The Supplier shall make an initial assessment of the severity of any Alerts or breach of defined thresholds, based on the severity levels set out in Schedule 2.2 (<i>Performance Levels</i>) and then investigate such Alerts or breaches within the timescales appropriate to the severity level allocated to that Alert or breach as part of the initial assessment.
39.8.4	L3	Supplier	The Supplier shall, where a failure has occurred, raise an Incident with the appropriate severity level for resolution in accordance with the Incident Management Policies, Processes and Procedures as listed in Schedule 2.3 (<i>Standards</i>).
39.8.5	L3	Supplier	The Supplier shall, where a capacity threshold is in breach, raise an Incident.
39.8.6	L3	Supplier	The Supplier shall, where emergency action is required to avoid a potential failure, instigate an Emergency Change in accordance with the Operational Change Management Policies and Procedures.
39.8.7	L3	Supplier	The Supplier shall, each Service Period, provide a report to the Authority detailing all Alerts, actions taken in respect of such Alerts and outcomes categorised by "Incident", "Request", "Emergency Change" and "no action required".
39.8.8	L3	Supplier	The Supplier shall, each Service Period provide a report to the Authority detailing analysis of Alerts identifying trends, other areas at potential risk and opportunities for improvement.
39.8.9	L3	Supplier	The Supplier shall co-operate with the Authority and Other Suppliers to identify and document trends and recommendations.

39.9 Guidance and Maintenance of Tooling

Ref	Level	Owner	Description
39.9.1	L3	Supplier	The Supplier shall provide and maintain the ITSM Product and Other Tooling to ensure that they are effective, secure and evolve with subsequent discussions and agreements between the Supplier and the Authority.
39.9.2	L3	Supplier	The Supplier shall provide and maintain detailed and accurate documentation and guidance for all tooling used in providing the Services.
39.9.3	L3	Supplier	The Supplier shall comply with the Authority's tooling interface and integration requirements.
39.9.4	L3	Supplier	Following the Authority approval, the Supplier shall distribute the detailed documentation and guidance pertaining to all tooling used in providing the Services to the personnel of all impacted areas.

39.10 Reporting and Trend Analytics

Ref	Level	Owner	Description
39.10.1	L3	Supplier	The Supplier shall comply with the Target Performance Level reporting obligations in Schedule 2.2 (<i>Performance Levels</i>).
39.10.2	L3	Supplier	The Supplier shall provide assistance to Other Suppliers, to enable them to produce assessments of the end-to-end Services delivered to the Authority.
39.10.3	L3	Supplier	The Supplier shall ensure all Management Information and reports are accurate and approved by the Authority before publication.

39.10.4	L3	Supplier	The Supplier shall provide trend analysis on all data produced as part of Management Information or reports, including assessments of the causes and implications of the trends on request of the Authority.
39.10.5	L3	Supplier	The Supplier shall support trend analysis performed by the Authority or Other Suppliers as necessary.
39.10.6	L3	Supplier	The Supplier shall ensure assessment of trends is included in documents produced pursuant to the Authority's continuous improvement goals and objectives and Clause 8 (<i>Goods and Services Improvement</i>).

39.11 Sustainability

Ref	Level	Owner	Description
39.11.1	L3	Supplier	The Supplier shall produce, update and maintain a database of the sustainability information (including, without limitation, the carbon footprint and energy consumption) data for all relevant Resource Units, and provide the Authority with such information each Quarter.
39.11.2	L3	Supplier	The Supplier shall continually review all relevant UK and EU legislation, policies, guidance on and technology changes (including new product announcements) relating to sustainability.
39.11.3	L3	Supplier	The Supplier shall attend quarterly meetings with the Authority to review sustainable development in the provision of the Services, in accordance with the Authority's continuous improvement goals and objectives and Clause 8 (<i>Goods and Services Improvement</i>).
39.11.4	L3	Supplier	The Supplier shall recommend actions and identify methods for proactively managing downwards the power consumption of assets, in accordance with the Authority's continuous improvement goals and objectives and Clause 8 (<i>Goods and Services Improvement</i>).
39.11.5	L3	Supplier	The Supplier shall maintain Records of all improvements to sustainability implemented across the Services and provide the Authority with such information on request.
39.11.6	L3	Supplier	The Supplier shall implement a carbon footprint measurement methodology within three (3) months of the Effective Date in accordance with Good Industry Practice, for accurately assessing the full lifecycle carbon footprint and power consumption of the existing End User Computing services both at the point of Implementation and on-going measurement, and provide the Authority with access to such measurements on request.
39.11.7	L3	Supplier	The Supplier shall provide the Authority with an annual report detailing sustainability achievement, progress against targets and future plans. This report will be aligned to support the production of Central Government returns that the Authority must submit.
39.11.8	L3	Supplier	The Supplier shall implement a sustainable sourcing Policy/strategy for hardware, spares and consumables that is relevant to the performance of this Agreement and in line with any relevant Government sustainability standards.
39.11.9	L3	Supplier	The Supplier shall, on an annual basis, unless notified otherwise by the Authority, demonstrate how the Services will assist the Authority in meeting its targets in respect of sustainable operations on the Government estate (SOGE) through travel substitution.
39.11.10	L3	Supplier	The Supplier shall propose methods for dealing with end-of-life equipment and, on instruction from the Authority, implement such methods in accordance with Schedule 8.2 (<i>Change Control Procedure</i>).
39.11.11	L3	Supplier	The Supplier shall, in line with the agreed carbon footprint baseline, reduce the overall carbon footprint of the Services by at least 20% within two (2) years of the Effective Date and 50% within five (5) years of the Effective Date.
39.11.12	L4	Authority	The Authority shall agree the carbon footprint baseline with the Supplier.

CONTRACT FOR THE PROVISION OF
IMS4 SERVICES

39.11.13	L3	Supplier	The Supplier shall, on an annual basis, unless notified otherwise by the Authority, provide details of the Supplier's approach to reducing its carbon footprint.
39.11.14	L3	Supplier	The Supplier shall ensure that, at all times, it works with the Authority to achieve sustainability targets.
39.11.15	L3	Supplier	The Supplier shall provide a single point of contact who will work with the Authority's sustainability manager and supply ICT waste data each Quarter, in line with the Authority's Policies and Processes.
39.11.16	L3	Supplier	The Supplier shall ensure that it works with the Authority to reduce the environmental footprint of the Authority.
39.11.17	L3	Supplier	The Supplier shall, at the request of the Authority, attend any sustainability or environmental meetings as required by the Authority.

39.12 New or Amended Services

Ref	Level	Owner	Description
39.12.1	L3	Supplier	The Supplier shall notify the Authority of any new developments in the market in accordance with the Authority's continuous improvement goals and objectives and Clause 8 (<i>Goods and Services Improvement</i>).
39.12.2	L3	Supplier	The Supplier shall, before the Authority exercises its discretion to incorporate any improvements in accordance with the Continuous Improvement schedule, provide initial advice and guidance to the Authority in accordance with the Authority's continuous improvement goals and objectives and Clause 8 (<i>Goods and Services Improvement</i>).
39.12.3	L3	Supplier	The Supplier shall comply with the Processes and Procedures for new or amended Services as detailed in the Request Management and Service Request Fulfilment Policies, Processes and Procedures, and in accordance with Schedule 2.3 (<i>Standards</i>).
39.12.4	L3	Supplier	The Supplier shall procure and Test new equipment and software and, subject to agreement with the Authority, implement and/or install such new equipment and software and Update the End User Computing Products and Services Catalogue accordingly ensuring at all times that the standards contained in Schedule 2.4 (<i>Security Management</i>) and Schedule 2.3 (<i>Standards</i>) are implemented.
39.12.5	L3	Supplier	The Supplier shall Test new products and services in accordance with Schedule 2.3 (<i>Standards</i>) and align with Schedule 6.2 (<i>Testing Procedures</i>) and service architecture team.
39.12.6	L3	Supplier	The Supplier shall, in agreement with the Authority, provide, manage and maintain a roadmap for software and equipment including Accessibility Solutions, to support delivery of the Services and to integrate with future delivery planning.
39.12.7	L3	Supplier	The Supplier shall publish product comparison report results for all new or amended products (hardware and/or software), comparing against similar market products unless previously agreed with the Authority that this is not required.

39.13 Project Engagement

Ref	Level	Owner	Description
39.13.1	L3	Supplier	The Supplier shall, where required by the Authority, engage with and cooperate with the Authority and/or Other Suppliers in overseeing the delivery of Projects in accordance with the Authority's Policies and Processes.

CONTRACT FOR THE PROVISION OF
IMS4 SERVICES

39.13.2	L4	Authority	The Authority shall ensure that the Supplier is provided with sufficiently detailed requirements in respect of its Project engagement responsibilities in a timely manner.
39.13.3	L3	Supplier	The Supplier shall agree the Implementation Plan for the relevant Project with the Authority.
39.13.4	L3	Supplier	The Supplier shall provide reasonable estimates of the resources and timescales required to undertake the delivery of the Project.
39.13.5	L3	Supplier	The Supplier shall notify the Authority of any of the requirements for the anticipated Project that do not comply with the current enterprise technology and service architectures operated on behalf of the Authority and the currently supported technologies provided by Other Suppliers including design to operate.
39.13.6	L3	Supplier	The Supplier shall report progress against the Implementation Plan for the relevant Project to the Authority including reporting in respect of resource consumption in accordance with the timescales as set out in Schedule 6.1 (<i>Implementation Plan</i>).
39.13.7	L3	Supplier	The Supplier shall seek to identify opportunities to provide Project transition services more efficiently and at lower cost, in particular by taking a proportionate, holistic approach to the provision of the Services at Project and programme level, ensuring re-use where practical.
39.13.8	L3	Supplier	The Supplier shall, where reasonably required by the Authority, provide the Authority with solution documentation and other Project Deliverables. Where appropriate, the Supplier shall provide advice to the Authority in respect of any identified risks and recommend mitigation strategies and actions.

40. Mobile Service

40.1 EUC – Mobile Device Management (Mobile phone and Tablets)

Ref	Level	Owner	Description
40.1.1	L3	Supplier	The Supplier shall provide a mobile service that enables synchronisation between mobile devices and the Authority's mobile services.
40.1.2	L3	Supplier	The Supplier shall ensure that the mobile Services are provided in accordance with the Authority's Information Security Policy and Standards.
40.1.3	L3	Supplier	The Supplier shall maintain integrations and connectivity with the Authority-approved secure connectivity methods to the mobile service.
40.1.4	L4	Authority	The Authority shall maintain an inventory of all mobile devices from the mobile telephony supplier (which provides mobile devices to the Authority).
40.1.5	L3	Supplier	The Supplier shall support the deployment and configuration of apps included in the Authority's portal in line with the Technical Framework Document.
40.1.6	L3	Supplier	The Supplier shall enforce secure profiles for all the mobile devices to include: a) forced passwords; b) automated device locking and password prompt after a defined period of inactivity; c) device lock out following a defined number of incorrect password attempts.
40.1.7	L3	Supplier	The Supplier shall ensure that mobile devices are disabled from accessing the mobile service within 1 (one) hour of being reported as lost or stolen to the Supplier.
40.1.8	L3	Supplier	The Supplier shall provide, in accordance with industry standard guidelines, the ability to grant access to the internet using the built-in web browser on mobile devices.
40.1.9	L4	Authority	The Authority shall procure mobile devices as described in the Products and Services Catalogue, with automated software updates provided through the mobile device service.
40.1.10	L3	Supplier	The Supplier will maintain an agreed level of inventory at each Site to efficiently deliver required Service Request and Request Fulfilment.
40.1.11	L3	Supplier	The Supplier shall manage the mobile devices as per the Authority's Technical Framework Document providing both Mobile Device Management ("MDM") and Mobile Application Management ("MAM").

Managed Print Service Services Descriptions

41. Managed Print Service

41.1 General Responsibilities

Ref	Level	Owner	Description
41.1.1	L3	Supplier	The Supplier shall provide a new Managed Print Service (MPS) in accordance with the Authority's Print Policy and Authority's Technical Framework Document. The Authority expects to lease devices. The Supplier shall provide and maintain all infrastructure.
41.1.2	L3	Supplier	The Supplier shall provide to End Users all Managed Print Services in conformance with the Authority Requirements and the Target Performance Levels set out in Paragraph 7 of Annex 1 of Schedule 2.2 (<i>Performance Levels</i>). This includes the Print Devices and associated consumable items including toner cartridges, ozone filters, charge transfer units.
41.1.3	L3	Supplier	The Supplier shall maintain the Managed Print environment, with a consistent high-quality End User experience for all End Users, in line with the Target Performance Levels set out in Paragraph 7 of Annex 1 of Schedule 2.2 (<i>Performance Levels</i>).
41.1.4	L3	Supplier	The Supplier shall support Authority Premises according to the Target Performance Levels set out in Annex 1 of Schedule 2.2 (<i>Performance Levels</i>).
41.1.5	L3	Supplier	The Supplier shall perform the Managed Print Services in accordance with the Authority's architectural standards, strategic direction and technology standards in line with the Authority's Standards and Policies.
41.1.6	L3	Supplier	The Supplier shall input to, and agree with the Authority, any changes to architectural blueprints, strategic direction and technology standards.
41.1.7	L3	Supplier	The Supplier shall deliver all Print Devices and associated consumables required as part of the Managed Print Services.
41.1.8	L3	Supplier	The Supplier shall define the list of Print Devices (based on the list of current devices provided to the Supplier by the Authority) within the scope of the Managed Print Service and agree any required amendments with the Authority.
41.1.9	L3	Supplier	The Supplier shall produce consumption reporting by Directorate in line with the Authority's requirements.

41.2 Service Provision

Ref	Level	Owner	Description
41.2.1	L3	Supplier	The Supplier shall, where applicable, proactively monitor Print Devices to ensure service optimisation, proactive break-fix and proactive delivery of consumables to the Tech Hubs.
41.2.2	L4	Authority	The Authority shall, as part of Managed Print Services fulfilment: a) procure network ports; b) amend Firewall rules to allow visibility of Print Devices from client environment to the internet; and c) procure VLANs for all Print Devices in non-secure environments.
41.2.3	L3	Supplier	Where the Supplier agrees with the Authority that capability to network connect and/or remotely monitor Print Devices is not feasible, the Supplier shall deliver a reactive service for the Print Device responding to End User requests for service and consumables as and when a ticket is logged with the Service Desk.

CONTRACT FOR THE PROVISION OF
IMS4 SERVICES

41.2.4	L3	Supplier	The Supplier shall designate reactive Print Devices.
41.2.5	L4	Authority	The Authority shall submit current meter readings to the Supplier to ensure accurate billing and utilisation data is maintained, in accordance with the Authority's Print Policy on raising a request for a reactive Print Devices.
41.2.6	L3	Supplier	The Supplier must allow the Authority to restrict use of some Print Devices to individual End Users or teams. The Authority and Supplier shall work together to identify these Print Devices during the Supplier's Site survey.
41.2.7	L3	Supplier	The Supplier shall provide any training material required in relation to the Managed Print Services.
41.2.8	L3	Supplier	The Supplier shall store and distribute training materials in relation to the Managed Print Services to End Users approved by the Authority via the frequently asked questions (FAQ) on the portal.

41.3 Functionality

Ref	Level	Owner	Description
41.3.1	L3	Supplier	The Supplier shall ensure that in accordance with a mutually agreed (with the Authority) design, the Service includes: a) a pull print solution for office MPS Devices; b) a mobile print solution enabling designated End Users to print from the Authority's standard mobile devices; and c) a guest print solution that enables guests and contractors to print on designated office Print Devices.
41.3.2	L3	Supplier	The Supplier shall where required in accordance with the agreed design, ensure End Users are able to submit a print request and, for up to twenty-four (24) hours after submitting the print request, able to collect the print request at any Print Device in the Managed Print Environment.
41.3.3	L3	Supplier	The Supplier shall ensure, where required in accordance with the agreed design, any print requests are automatically removed in line with Authority's Policy for print services.
41.3.4	L3	Supplier	The Supplier shall ensure the length of time to hold a print request is configurable as required by the Authority.
41.3.5	L3	Supplier	The Supplier shall ensure all Print Devices deployed by the Supplier are capable of push printing. The selection of either push printing or pull printing for a Print Device will be determined by agreement between the Supplier and the Authority.
41.3.6	L3	Supplier	The Supplier shall ensure all Print Devices are capable of visibly responding to a pull printing request within a timely manner of the request being triggered by the End User's pull printing-enabled token or similar pull printing activation method.
41.3.7	L3	Supplier	The Supplier shall ensure where a Print Device is both ready and available for use and configured for push printing, that the Print Device will visibly respond (to an average size End User file) within a timely manner of the request being triggered at the End User Client Device.

41.4 Maintenance Responsibility

Ref	Level	Owner	Description
41.4.1	L3	Supplier	The Supplier shall perform all installs, moves, adds, changes and disposals of Print Devices.
41.4.2	L3	Supplier	Where required at a Site for security reasons and in accordance with the Authority's Policy on security, the Supplier shall work with the Authority and Other Suppliers to perform tasks in relation to the Managed Print Services.

41.4.3	L3	Supplier	The Supplier shall provide a replacement of a Print Device, on at least a like for like basis (as described in the Authority's Print Policy) where a Print Device has failed to meet the Target Performance Levels set out in Annex 1 of Schedule 2.2 (<i>Performance Levels</i>) for a Print Device.
41.4.4	L3	Supplier	The Supplier shall support all Print Devices for the Term, unless otherwise agreed with the Authority in writing.
41.4.5	L3	Supplier	The Supplier shall actively monitor manufacturers' fixes, firmware Upgrades, and bug reports and plan and carry out preventative maintenance and consult with the Authority to proactively prevent Incidents across the Managed Print Environment.
41.4.6	L3	Supplier	The Supplier shall undertake removal and decommissioning where required and shall take into account the most advantageous outcome for the Authority including, redeployment of newer Print Devices in favour of older or failing Print Devices.
41.4.7	L3	Supplier	The Supplier shall, at all times, comply with the Authority's Information Security Policy and Standards.

41.5 Technical Responsibility

Ref	Level	Owner	Description
41.5.1	L3	Supplier	The Supplier shall ensure all Print Devices deployed by the Supplier are connected to the Authority's network via the internet.
41.5.2	L3	Supplier	The Supplier shall support the capability to print from any standard End User Client Device to a network attached Print Device.
41.5.3	L3	Supplier	The Supplier shall minimise the number of printer drivers required to support the Authority's range of print requirements.
41.5.4	L3	Supplier	The Supplier shall Update, in a timely manner, the latest version of any software relevant to the Managed Print Service.
41.5.5	L3	Supplier	The Supplier shall ensure all network attached Print Devices deployed by the Supplier support all common print protocols defined in the Authority's Print Policy.
41.5.6	L3	Supplier	The Supplier shall ensure the Managed Print Service is consumable from the client environments.
41.5.7	L3	Supplier	The Supplier shall ensure the Managed Print Service is flexible and sufficiently self-contained to minimise the impact on related Services managed by Other Suppliers.

41.6 Security Responsibility

Ref	Level	Owner	Description
41.6.1	L3	Supplier	The Supplier shall comply with the Authority's Architecture Policy for all Print Devices.
41.6.2	L3	Supplier	The Supplier shall, when de-commissioning equipment, including all Print Devices, ensure that all storage media including configuration storage is securely sanitised in line with the standards as described in the Security Policy.
41.6.3	L3	Supplier	The Supplier shall ensure the Print Device configuration is limited to the Supplier or its agents.
41.6.4	L3	Supplier	The Supplier shall ensure that unauthorised attempts to modify the Print Device configuration is detected and logged on the Supplier's service in a timely manner for subsequent reporting.

42. Installations, Moves, Adds, Changes and Deletes (IMACDS)

42.1 IMACD General

Ref	Level	Owner	Description
42.1.1	L3	Supplier	The Supplier shall undertake and co-ordinate all installations, de-installations, cascades, moves, additions, refurbishments and changes for the Authority's managed print environment and related Managed Print Services at designated Authority Premises.
42.1.2	L3	Supplier	The Supplier shall coordinate, plan, and schedule IMACDs in accordance with the Authority Request Fulfilment Process and within agreed timescales.
42.1.3	L3	Supplier	The Supplier shall ensure the Service Desk co-ordinates IMACDs where Other Suppliers are involved.

42.2 IMACD Co-ordination

Ref	Level	Owner	Description
42.2.1	L3	Supplier	The Supplier shall create and document the Procedures to enable IMACD execution in line with agreed Authority's Policies and Processes.
42.2.2	L3	Supplier	The Supplier shall, where requested by the Authority, conduct an Authority Premises survey to determine the location(s) of the IMACD and any special requirements at the location(s).
42.2.3	L3	Supplier	The Supplier shall ensure that all Client Equipment, Software, parts, physical space, cabling, or any other services necessary to execute the IMACD is available as of the date(s) scheduled for the IMACD.
42.2.4	L3	Supplier	The Supplier shall ensure that cabling is from the Print Device to the network outlet (such as wall port or WiFi, but not a switch).
42.2.5	L3	Supplier	The Supplier shall confirm the new and/or existing configuration of the Print Devices associated with performing the IMACD. The Supplier shall conform to configurations approved by Authority.
42.2.6	L3	Supplier	The Supplier shall confirm to the Authority the installation, refurbishment and/or de-installation Procedures associated with performing the IMACD, including Test Procedures.

42.3 IMACD Execution

Ref	Level	Owner	Description
42.3.1	L3	Supplier	The Supplier shall perform any required Procedures in accordance with the Authority's Change Management Policy and Process prior to commencing the IMACD.
42.3.2	L3	Supplier	The Supplier shall de-install and re-install any existing Print Devices, or other software or related services as necessary to execute the IMACD.
42.3.3	L3	Supplier	The Supplier shall physically move Print Devices, as required, related to a de-installation, an installation or a move.
42.3.4	L3	Supplier	The Supplier shall install Print Devices, including new Print Devices or upgrades. The Supplier shall perform all installations and configurations according to the Authority's Policies and Processes.

CONTRACT FOR THE PROVISION OF
IMS4 SERVICES

42.3.5	L3	Supplier	The Supplier shall set up administrative Procedures associated with the IMACD.
42.3.6	L3	Supplier	The Supplier shall connect Print Devices to network facilities (for example, LAN connectivity or WiFi).
42.3.7	L3	Supplier	The Supplier shall ensure cabling is from the Print Device to the network outlet (such as wall port or WiFi, but not a switch).
42.3.8	L3	Supplier	The Supplier shall undertake appropriate Testing to ensure IMACD delivery.
42.3.9	L3	Supplier	The Supplier shall define a standard Test and Test Success Criteria for approval by the Authority.
42.3.10	L3	Supplier	The Supplier shall, for Network Printers (printers not managed under the managed print contract): a) Install Network Printers including multi-function devices (MFDs) in Authority locations, making sure that they are connected to the Network and are fully operational; b) maintain a list of Network Printers and MFDs and resources (such as electronic forms required) used by printers; and c) assist in coordinating to provide access to printing resources for End Users.
42.3.11	L3	Supplier	The Supplier shall ensure IMACD delivery supports Print Devices with an aligned agreed Test and Test Success Criteria.
42.3.12	L3	Supplier	The Supplier shall perform IMACDs for Supplier Personnel without additional charge to Authority, and without including such IMACDs when comparing actual Authority related IMACD volumes.

42.4 IMACD Additional Responsibilities

Ref	Level	Owner	Description
42.4.1	L3	Supplier	The Supplier shall ensure, where required IMACD volumes extend beyond agreed thresholds, the fulfilment model will be via a non-standard Service Request and may require extra controls and economies of scale.

42.5 Removal, Disposal and Re-Use

Ref	Level	Owner	Description
42.5.1	L3	Supplier	The Supplier shall proactively de-install and, remove any assets, including Print Device assets and/or non-standard items. Following removal, the Supplier shall dispose of any assets or items which cannot be re-deployed in compliance with Authority Policies and Processes, in respect of sustainability, IT security, health and safety and the Waste Electrical and Electronic Equipment (WEEE) Regulations 2013.
42.5.2	L3	Supplier	The Supplier shall, before disposal, assess and ensure any re-useable assets, including software licenses, are recovered, stored and available for re-deployment in compliance with the Authority's Policy on re-use.

Security Operations Centre (SOC) Services Descriptions