

## Schedule 9

### Print Management

#### SERVICE REQUIREMENTS AND SUPPLIER SERVICE DESCRIPTIONS

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## **Introduction**

This Appendix 3 consists of a Part A and a Part B. Part A contains the Service Requirements of the Customer and Part B contains the Supplier Service Descriptions.

### **PART A: SERVICE REQUIREMENTS**

#### **1. Introduction**

1.1. This Part A of Schedule 9 contains the Customer's Service Requirements relating to Lot 3 of Schedule 1 (The Goods and Services) of the Framework Agreement. In the event that there is any conflict between the provisions this Schedule 9 and the provisions the Lot 3 Specification of Requirements, then the provisions of this Schedule 9 shall prevail.

1.2. The Service Requirements under Part A of this Schedule 9 are made up of three categories as follows:

1.2.1. Category 1 – General Requirements;

1.2.2. Category 2 – Operational / Technical Requirements; and

1.2.3. Category 3 – Agency Management Requirements.

#### **1.3. Scope of the Services**

1.3.1. Unless different Operational Service Commencement Dates are expressly identified in the Implementation Plan for any applicable parts of the Services, commencing on the Commencement Date the Supplier shall fulfil the following services, functions, responsibilities, requirements and deliverables (as the same may evolve during the Contract Period including adding, removing, supplementing, enhancing, modifying and/or replacing any services and/or activities or deliverables in accordance with this Contract or as otherwise approved in writing by the Customer in accordance with the Variation Procedure, from time to time):

1.3.1.1. the services, functions, responsibilities, requirements and deliverables that the Supplier is required to carry out as specified in Part A (Service Requirements) of this Schedule 9 and the relevant Schedules and Appendices of the Contract;

- 1.3.1.2. any incidental services, functions, responsibilities, requirements and deliverables not specified in the Contract as within the scope of Supplier's responsibilities but that are reasonably and necessarily required for, or related to, the proper and timely performance and provision of the services, functions, responsibilities, requirements and/or deliverables set out in Paragraph 1.3.1.1 above;
  - 1.3.1.3. any services, functions, requirements, responsibilities and/or deliverables agreed pursuant to the Variation Procedure; and
  - 1.3.1.4. subject to Paragraph 1.4 below, the services, functions, responsibilities, requirements and deliverables that the Supplier shall carry out as specified in Part B (Supplier Service Descriptions) of this Schedule 9, Schedule 2 (Security Management Plan), Schedule 4 (Testing), Schedule 5 (Disaster Recovery and Business Continuity), Schedule 10 (Implementation Plan), and Schedule 13 (Customer Equipment); and
  - 1.3.1.5. any services, functions, requirements, responsibilities and/or deliverables set out in Schedule 14 (Legacy Services),
- (together, the **"Services"**).

1.4. If there is any conflict between the scope of the services, functions, responsibilities, requirements and deliverables under: (i) Paragraphs 1.3.1.1 and 1.3.1.2 above; and (ii) Paragraph 1.3.1.4 above, the provisions of Paragraphs 1.3.1.1 and 1.3.1.2 above shall apply and prevail.

1.5. The Supplier shall meet and fulfil all of the Service Requirements in this Part A (and the Supplier confirms that the Supplier Solution set out in Part B of this Schedule 9 meets and fulfils all of the Service Requirements in this Part A), as the same may evolve during the Term and as they may be supplemented, enhanced, modified or replaced in accordance with this Contract, but excluding any services, responsibilities or functions that are expressly identified in the Call-Off Terms as the Customer's responsibility or a third party's responsibility.

- 1.6. If there is any conflict between the provisions of Part A of this Schedule 9 and the provisions of Part B of this Schedule 9, the provisions of Part A of this Schedule 9 shall prevail.
- 1.7. The Customer has appointed the Agency Manager from the Commencement Date to act in pursuance of the Customer's rights and to perform the Customer's obligations or functions under this Contract. The Supplier shall follow the instructions of the Agency Manager in accordance with clause 1.7 of the Call-Off Terms.

## 1.2 Category 1 – General requirements

Requirement ID	Requirement
General/R/1	The Supplier shall, wherever possible, use standards-based solutions as part of the Supplier Solution (e.g. operating models based on ITIL (Information Technology Infrastructure Library) and/or TOGAF (The Open Group Architecture Framework). This requirement shall apply to technical solutions as well as management and operational interactions between the Supplier and the Agency Manager.
General/R/2	Where the Supplier fails, or becomes aware that it is likely to fail to comply with any of its obligations under this Contract, and where such failure may impact on the performance of the Services by the Supplier (including the Service Levels), the Supplier shall, as soon as is reasonably practicable, notify the Customer of such failure or likely failure.
General/R/3	The Supplier shall provide support to the Related Suppliers including, where necessary, access to resources, the Supplier System, Software and any materials as required, and to deal with security and/or compliance issues, assessments and actions.
General/R/4	The Supplier shall adhere to guidance provided by the Agency Manager when developing interfaces to the ITSM toolset.
General/R/5	The Supplier shall ensure that all information provided to the Agency Manager will be checked and verified by the Supplier prior to such provision.
General/R/6	The Supplier shall ensure that Processes for all ITIL functions are aligned (to the work instruction procedural level) with the Policies and Processes set out by the Customer by the end of Transition. The Supplier shall ensure that all hand-over and hand-back points and Dependencies between: (i) the Supplier and the Customer, (ii) the Supplier and the Agency Manager; (ii) the Supplier and Related Suppliers are clearly set out in the Service Operations Manual. (SOM)
General/R/7	The Supplier shall notify the Customer when the Supplier becomes aware of an actual or potential event that may pose a risk to the Services and shall provide to the Customer all necessary details and information of such event or potential event.
General/R/8	The Supplier Solution shall be implemented in a modular and commoditised way, allowing for flexible and scalable Services that can be updated and / or replaced with minimal disruption to the Customer.
General/R/9	The Supplier shall facilitate Process efficiency by, where possible, selecting automation over manual intervention and empowering the Customer to self-serve, subject to such automation and self-service being approved by the Customer in advance.
General/R/10	The Supplier shall ensure that the updating of Service event data shall occur immediately or in sufficient time to enable effective Management Information to be produced and acted upon in accordance with Service Level Targets.

<b>Requirement ID</b>	<b>Requirement</b>
General/R/12	The Supplier shall annually assess the maturity of the Services using the HMG Green ICT Maturity Assessment Model and the Supplier shall provide the findings to the Customer within thirty (30) Working Days of each anniversary of the Commencement Date.

### 1.3 Category 2 – Operational / Technical Requirements

#### 1.3.1 Print availability

Requirement ID	Requirement
OPT/Availability/1	The Supplier shall proactively monitor the Equipment provided as part of the Supplier Solution to detect, isolate and facilitate the resolution of Incidents in order to maximise the availability of the Services.
OPT/Availability/2	The Supplier Solution shall be Available twenty four (24) hours a day, seven (7) days a week.

#### 1.3.2 Print policy

Requirement ID	Requirement
OPT/Policy/1	The Supplier Solution shall support the Customer's print policy by reducing the volume of printed and photocopied material where this is without detriment to the Customer's operational requirements
OPT/Policy/2	The Supplier Solution shall ensure value for money for the Customer.
OPT/Policy/3	The Supplier Solution shall ensure that high volume printing is channelled to the most appropriate device, where such a device may be located off-site.
OPT/Policy/4	The Supplier Solution shall provide visibility of the total cost of each print impression
OPT/Policy/5	The Supplier Solution shall promote sustainable printing, resulting in measureable energy savings.
OPT/Policy/6	<p>The Supplier shall:</p> <ol style="list-style-type: none"> <li>1. supply devices capable of printing, copying, scanning and faxing;</li> <li>2. supply all consumables for all Print Room and MFD devices;</li> <li>3. and fit all consumables on any site where there is a Print Room;</li> <li>4. provide maintenance of all print devices provided as part of the Supplier Solution (for the avoidance of doubt, maintenance shall include the update of hardware, firmware and software) to vendor-recommended standards; and</li> </ol> <p>the Customer shall supply and fit the toner for the Desktop Printers.</p>

<b>Requirement ID</b>	<b>Requirement</b>
OPT/Policy/7	The Supplier Solution shall support the Customer's print policy by encouraging Customer personnel to minimise the amount of printing and copying performed.
OPT/Policy/8	The Supplier Solution shall ensure that all print and copier devices are capable of working with the recycled Closed Loop copier paper, or any other copy paper that is used by the Customer from time to time.
OPT/Policy/9	Where a print request exceeds a given number of pages (such number to be decided during Transition), the Supplier Solution shall encourage the End User to use the most cost-effective method of printing
OPT/Policy/10	Where a PIN (personal identification number) is needed as a pre-requisite for printing to take place, the Supplier Solution shall allow requests for print to be deleted from the system if they have not been printed within a certain number of hours. The specific number of hours shall be agreed between the Customer and the Supplier during Transition.
OPT/Policy/12	The Supplier Solution shall allow remote printing to take place without the need for the End User to enter a PIN as a pre-requisite to printing taking place.
OPT/Policy/13	The Supplier Solution shall include the provision of devices to accommodate: (1) low volume printing (the Parties shall agree what constitutes 'low volume' printing during the Transition phase); (2) low volume printing by Home or Remote Worker; (3) any other situation that requires low volume printing; and (4) any other situation where there is only sufficient physical space to accommodate a smaller footprint device.
OPT/Policy/14	The Supplier Solution shall, where possible, ensure that all print and copier devices are connected to the Customer's LAN.
OPT/Policy/15	The Supplier Solution shall ensure that print and copier devices are provided to accommodate: (1) the volume of printing and copying historically undertaken by the Customer; (2) the volume of printing and copying forecast to be undertaken by the Customer; and (3) available physical space at the Premises.
OPT/Policy/16	The Supplier shall document, and provide the Customer with written details of the Dependencies on the Customer, Agency manager and Related Suppliers including: (1) the testing and distribution of printer device drivers; (2) the testing and distribution of any other Software; (3) the availability of adequate space and power; (4) the provision of an Active Directory domain for authentication and any required changes in support of the Supplier Solution; (5) the provision of adequate WAN and LAN bandwidth; (6) training for End Users in relation to print devices;



Requirement ID	Requirement
	<p>(7) cabling of the networked print device to the wall or floorport;  (8) provision of print queues and print mapping to the networked print device;  (9) enabling and integration of 'scan to email' with the Customer's email solution;  (10) hosting of servers within the Agency Manager or Related Suppliers' data centre to allow for the collection of Management Information;  (11) WAN connections between the Supplier, the Customer, the Agency Manager or any Related Suppliers' WAN; and  (12) Direct Exchange Lines (facilitating the sending and receipt of faxes).</p>
OPT/Policy/17	The Supplier shall ensure that the Supplier Solution supports and complies with the Customer print policy.
OPT/Policy/18	The Supplier shall, upon request by the Customer, arrange delivery of printed material to any of the Customer Premises. In the event the Supplier arranges delivery services at the Customer's request, the charge for carriage will be added to the Customer's next invoice. (such carriage charges to be agreed between the Supplier and the Customer during Transition)
OPT/Policy/19	Where the volume of printing requested by the Customer exceeds previously-agreed capacity parameters (which shall be agreed between the Customer and the Supplier during Transition), the Supplier may (having obtained the Customer's prior agreement in writing) fulfil the requirement from off-site premises.
OPT/Policy/20	<p>The Supplier shall accept work by way of a print requisition from an End User to be carried out at the Customer's Print Rooms or the Supplier's off-site Print Room facilities. The format of the print requisition shall be agreed between the Customer and the Supplier during Transition.</p> <p>Each print requisition submitted by an End User shall include, as a minimum, the following information:</p> <p>(1) number of copies required;  (2) number of pages;  (3) date and time ordered by user;  (4) turn around time requested;  (5) Customer contact name, department, telephone number and email;  (6) details of any additional finishing requirements;  (7) size of paper;  (8) duplex or single sided;  (9) cost centre codes; and  (10) whether colour printing is required;</p>
OPT/Policy/21	<p>Prior to the first Operational Service Commencement Date, the Supplier shall develop and implement a Configuration Policy that shall be agreed with the Customer, and which adheres to industry best practice. The Configuration Policy shall address, at a minimum:</p> <p>(1) Software and firmware version control and management;  (2) hardware standard configuration and default settings (e.g. double sided, black and white printing, etc.); and  (3) device upgrade procedures;</p>

<b>Requirement ID</b>	<b>Requirement</b>
	The Configuration Policy shall be agreed between the Supplier, the Agency Manager and the Customer and shall be aligned with the Policy, Processes and Procedures provided by the Agency Manager.
OPT/Policy/22	The Supplier shall adhere to the Policy, Processes and Procedures provided by the Agency Manager.
OPT/Policy/23	The Supplier Solution shall ensure that the default settings for all print devices located at certain pre-determined locations (where such pre-determined locations shall be agreed between the Parties during Transition) are set to print in colour.

### 1.3.3 Print device maintenance

Requirement ID	Requirement
OPT/Maintain/1	The Supplier shall provide, manage, support and decommission print devices in accordance with the Service Levels set out in Schedule 6 (Service Levels and Related Remedies) and in accordance with Schedule 2 (Security).
OPT/Maintain/2	The Supplier shall maintain and support: (a) networked printers (including MFDs); (b) non-networked printers; and (c) desktop printers.
OPT/Maintain/3	The Supplier shall provide, install, maintain and decommission all Equipment identified as part of the Supplier Solution in accordance with all relevant print device manufacturer support dates.
OPT/Maintain/4	The Supplier shall bear the cost of decommissioning, collection and disposal of any redundant Equipment, including on expiry or termination of the Contract (or part thereof, as applicable) that is: (i) a part of the Supplier Solution; or (ii) which relates to any Equipment taken on by the Supplier during Transition.
OPT/Maintain/5	The Supplier shall ensure the necessary secure erasure of decommissioned equipment is carried out in accordance with Schedule 2 (Security).

#### 1.3.4 Print quality management

Requirement ID	Requirement
OPT/Quality/1	The Supplier shall ensure that output documents are of a satisfactory quality to the Customer.
OPT/Quality/2	The Supplier shall ensure that the Customer is contacted in the event of multiple orders of conflicting priority, and that instruction is sought from the Customer in order to determine the relative degree of urgency.
OPT/Quality/3	The Supplier Solution shall ensure that: (1) any page which uses colour toner shall be counted as a colour page; (2) A pure monochrome page shall be counted as monochrome; and (3) pages printed as grey scale shall be counted as monochrome.
OPT/Quality/4	The Supplier Solution shall ensure that the default setting on all print devices is set to economy print wherever possible in order to save toner.
OPT/Quality/5	The Supplier shall classify repeat Incidents related to the same print device with the same Root Cause as a severity level 4 Incident (where such repeat incidents have not already been classified at a higher severity level)
OPT/Quality/6	The Supplier shall capture, store and allow its staff adequate access to site details required for the installation, maintenance and decommissioning of print devices. (e.g. parking facilities, stairs to be negotiated, small doorways, site opening hours, site primary and secondary contacts, etc.)

### 1.3.5 Print Capacity Management

Requirement ID	Requirement
OPT/Capacity/1	The Supplier shall conduct on-going monitoring of capacity and trend analysis of print device utilisation.
OPT/Capacity/2	The Supplier shall provide, where technically feasible, flexible capacity options to meet the Customer's strategic demand fluctuation (increase or decrease in the number of print and copying requests) without disruption to the Services.
OPT/Capacity/3	<p>The Supplier Solution shall ensure that each print device replacing the print devices at the Commencement Date are capable of three times (3x) current usage capacity of the device that such new print device replaces.</p> <p>In the event that usage of a particular print device decreases consistently to less than 30%, the Supplier may consult with the Customer in relation to the downgrade of the relevant print device, provided that the downgraded print device shall possess all functionality of the print device that it is replacing.</p> <p>In relation to the following list, MFDs shall have, as a minimum functionality matching that of the machines they are replacing:</p> <ol style="list-style-type: none"> <li>(1) print to A4 paper;</li> <li>(2) print to A3 paper;</li> <li>(3) print to A5;</li> <li>(4) print in black and white;</li> <li>(5) print in colour;</li> <li>(6) print single and double sided;</li> <li>(7) collate output;</li> <li>(8) staple output;</li> <li>(9) scan a document and send the output to an email address;</li> <li>(10) print on labels; and</li> <li>(11) re-paginating a document as its various component parts are being copied and printing out copies with the new page numbers.</li> </ol>
OPT/Capacity/4	The Supplier Solution shall provide that any networked MFD that exceeds 75% of its daily rated capacity output more than 4 times in any Service Reporting period shall be upgraded to a higher capacity device.
OPT/Capacity/5	The Supplier Solution shall provide that any stand-alone MFD that exceeds 50% of its rated quarterly capacity in any reporting quarter shall be upgraded to a higher capacity device.

### 1.3.6 Print Room device support

Requirement ID	Requirement
OPT/PrintRoom/1	The Supplier Solution shall be capable of accepting a priority assignment from the Customer in respect of each request sent to the Print Room

<b>Requirement ID</b>	<b>Requirement</b>
OPT/PrintRoom/2	The Supplier shall ensure that all Staff that are involved in the provision of Print Room services shall be able to create document bundles using Adobe Acrobat or such other software in use by the Customer.
OPT/Printroom/3	The Supplier Solution shall be capable of scanning hard copy, printing the scanned file as per the print request and saving the scanned file to a shared area to be agreed with the Customer during Transition
OPT/PrintRoom/4	The Supplier shall accept print requisitions from the Customer via: (1) hand delivery; or (2) any Customer email account.
OPT/PrintRoom/5	<p>The Supplier shall accept work by way of a print requisition from an End User to be carried out at the Customer's Print Rooms or the Supplier's off-site Print Room facilities. The format of the print requisition shall be agreed between the Customer and the Supplier during Transition.</p> <p>Each print requisition submitted by an End User shall include, as a minimum, the following information:</p> <ul style="list-style-type: none"> <li>(1) number of copies required;</li> <li>(2) number of pages;</li> <li>(3) date and time ordered by user;</li> <li>(4) turn around time requested;</li> <li>(5) Customer contact name, department, telephone number and email;</li> <li>(6) details of any additional finishing requirements;</li> <li>(7) size of paper;</li> <li>(8) duplex or single sided;</li> <li>(9) cost centre codes; and</li> <li>(10) whether colour printing is required;</li> </ul>
OPT/PrintRoom/6	Where the volume of printing or copying requested by the Customer is unusually high, the Supplier may fulfil the requirement via other off-site print capability, but only with the Customer's prior agreement.
OPT/PrintRoom/7	The Supplier shall, upon request by the Customer, arrange delivery of printed material to any of the Customer Premises. In the event the Supplier arranges courier services at the Customer's request, the charge for such carriage will be added to the Customer's next invoice.
OPT/PrintRoom/8	The Supplier shall discuss with the Customer the options for enhancing the quality of copies, where poor quality original documents are received from the Customer.
OPT/PrintRoom/9	The Supplier shall ensure that the Customer is contacted in the event the Supplier receives multiple print requests of conflicting priority, such that the Customer may determine the relative degree of urgency and provide instructions to the Supplier accordingly.

<b>Requirement ID</b>	<b>Requirement</b>
OPT/PrintRoom/10	The Supplier shall ensure that Print Room print devices shall be able to direct scanned output to an email address nominated by an End User.
OPT/PrintRoom/11	The Supplier shall ensure that Print Room print devices shall have, as a minimum, the following functionality: (1) able to print to A4 paper; (2) able to print to A3 paper; (3) able to print to A5; (4) able to print in black and white; (5) able to print in colour; (6) able to print single and double sided; (7) able to collate output; (8) able to staple output; (9) able to scan a document and send the output to an email address; (10) able to print on labels; (11) capable of re-paginating a document as its various component parts are being copied and printing out copies with the new page numbers; and (12) capable of lamination.
OPT/PrintRoom/12	The Supplier shall provide the following services at all Print Rooms: (1) hole punching; (2) comb binding; (3) wire binding; (4) stapled metal clips; (5) heat binding; (6) scanning to email;  (7) disc burning; and (8) save to encrypted memory stick.
OPT/PrintRoom/13	The Supplier shall ensure that sufficient Staff are available at each Print Room during the Working Day, Monday to Friday, to ensure that print requisitions are able to be accepted by Supplier.
OPT/PrintRoom/14	The Supplier shall ensure that all Print Rooms that exist at the Commencement Date shall continue to be maintained as Print Rooms for the duration of the Contract Period.

### **1.3.7 Multi Functioning Device (“MFD”) Support**

<b>Requirement ID</b>	<b>Requirement</b>
OPT/MFD/1	Supplier shall ensure that duplex (double-sided) printing and copying will be set as the default option, except where the MFD is located at certain pre-determined locations (where such pre-determined locations shall be agreed between the Parties during Transition), in which case the default setting shall be set as single-sided printing and copying.
OPT/MFD/2	The Supplier Solution shall provide at least the same number of MFDs with at least similar functionality - colour, duplex, networked, hole punching, pagination, stapling etc. that are used by the Customer immediately prior to the Commencement Date.

Requirement ID	Requirement
OPT/MFD/3	MFDs shall be able to direct scanned output to an email address
OPT/MFD/4	The Supplier Solution shall provide multi-functional print devices that are capable of sending and receiving faxes via the Customer's Wide Area Network (WAN)
OPT/MFD/5	<p>MFDs shall have the following functionality as a minimum:</p> <ol style="list-style-type: none"> <li>(1) print to A4 paper;</li> <li>(2) print to A3 paper;</li> <li>(3) print to A5;</li> <li>(4) print in black and white;</li> <li>(5) print in colour;</li> <li>(6) print single and double sided;</li> <li>(7) collate output;</li> <li>(8) staple output;</li> <li>(9) scan a document and send the output to an email address;</li> <li>(10) print on labels; and</li> <li>(11) re-paginating a document as its various component parts are being copied and printing out copies with the new page numbers.</li> </ol>
OPT/MFD/6	The Supplier is to provide to the Customer an electronic copy of user manuals for every MFD printer model that is a part of the Supplier Solution. The Supplier is to also ensure a quick reference guide to the key functions are attached to each MFD print device

### 1.3.8 Remote and home working support

Requirement ID	Requirement
OPT/Remote/1	<p>The Suppliers solution shall support the Customer's End Users working remotely</p> <p>Remote locations include:</p> <ol style="list-style-type: none"> <li>(i) The End User's home;</li> <li>(ii) Courts; and</li> <li>(iii) police stations.</li> </ol> <p>The Supplier shall ensure support includes :</p> <ul style="list-style-type: none"> <li>• printing (where the End User has been provided with a printer by the Customer), and</li> <li>• faxing (where the End User has been provided with a fax or combined fax / printer by the Customer).</li> </ul>



### 1.3.9 Active Directory

Requirement ID	Requirement
OPT/AD/1	The Supplier Solution shall utilise the Agency Manager provided Active Directory service and group policies for print device authentication and authorisation.
OPT/AD/2	The Supplier Solution shall allow print devices to connect to and maintain Active Directory links to enable controlled network printing.
OPT/AD/3	The Supplier shall ensure that the Print architecture is capable of connecting and authenticating via one or more federated Active Directories.

### 1.3.10 Consumables

Requirement ID	Requirement
OPT/Consumables/1	The Supplier shall work with designated individuals at each of Customer Premises to ensure successful delivery of consumables to such Customer Premises. Designated individuals or roles shall be agreed during Transition.
OPT/Consumables/2	The Supplier Solution shall ensure that all printers and copiers that are a part of the Supplier Solution shall be able to anticipate consumable depletion, and report this to the Supplier such that consumables are dispatched to the relevant Customer Premises in time such that the Services are not affected.

### 1.3.11 Testing

Requirement ID	Requirement
OPT/Testing/1	The Supplier shall ensure that all Testing is conducted in accordance with the provisions of Schedule 4 (Testing).

### 1.3.12 Security

Requirement ID	Requirement
OPT/Security/1	The Supplier Solution to allow the capability of secure printing, such that print output can only be collected upon the End User entering a Personal Identification Number (PIN) at the printer or MFD.

<b>Requirement ID</b>	<b>Requirement</b>
OPT/Security/2	MFD devices provided by the Supplier shall employ a secure overwrite and encryption solution to protect data stored at rest within the MFD devices.
OPT/Security/3	The Supplier Solution shall allow scanned documents to be sent to an email address using an appropriate security mechanism (e.g. swipe cards) without the need to enter any information manually at the print device.
OPT/Security/4	The Supplier Solution shall allow adequate time for the Staff to be vetted and security checked, whenever the Supplier's staffing requirements are adjusted.
OPT/Security/5	The Supplier Solution shall allow printing of 'Official-Sensitive' material to print devices capable of Wi-Fi or USB connections.
OPT/Security/6	The Supplier shall ensure that all security requirements and Processes related to the Services comply with the provisions of Schedule 2 (Security).

### **1.3.13 Print Management Information**

<b>Requirement ID</b>	<b>Requirement</b>
OPT/MI/1	The Supplier shall supply the Customer with Management Information in respect of each service measurement period, including but not limited to: (i) number of impressions printed; (ii) number of black and white impressions printed; (iii) number of colour impressions printed; (iv) number of paper jams; (v) number of toner low alerts; (vi) number of high volume print jobs undertaken; (vii) utilisation statistics for each printer; and (viii) equipment availability statistics for each printer.
OPT/MI/2	The Supplier shall provide a Systems Measurement Document that sets out the calculation for each Service Level set out in Schedule 6 (Service Levels and Related Remedies) of this Contract and the People, Process and Technology used to collate the data that is required for such calculations. The Systems Measurement Document shall be agreed with the Agency Manager and the Customer prior to the first Operational Service Commencement Date.
OPT/MI/3	The Supplier shall, upon request by the Customer, provide log files to the Customer and the Agency Manager that record print device failures, including: (1) misfeeds; (2) paper jams; (3) insufficient toner; (4) variable print density across a page; and (5) insufficient memory.

Requirement ID	Requirement
OPT/MI/4	Within five (5) Working Days (or such other period as the Parties may agree in writing) of the end of each service measurement period, the Supplier shall provide a Performance Monitoring Report to the Agency Manager. Each Performance Monitoring Report shall be reviewed at the next Services Board meeting that immediately follows the date of its issue.
OPT/MI/5	<p>The Supplier shall ensure that the Performance Monitoring Report shall contain the following information in respect of the service measurement period just ended:</p> <ul style="list-style-type: none"> <li>a. a list of all Services with their applicable Service Level Target, their applicable service failure threshold, the Achieved Service Levels achieved and any resulting Service Credits incurred during the service measurement period;</li> <li>b. a list of all Services where there is a Repeat Failure count of one (1) or more and a progress report on the actions taken by, or on behalf of, the Supplier to Resolve the underlying cause and prevent recurrence;</li> <li>c. a list of all Incidents that occurred during the service measurement period and the Incident severity level of each Incident that occurred;</li> <li>d. which Incidents have been Resolved and their Incident Resolution times;</li> <li>e. which Incidents remain outstanding and the Supplier 's progress in Resolving them; and</li> <li>f. for any Incident with Incident severity level 1 occurring in the service measurement period, the cause of the Incident and any action being taken by or on behalf of the Supplier to reduce the likelihood of recurrence.</li> </ul>
OPT/MI/6	The Supplier Solution shall provide accurate and timely Management Information to the Agency Manager and the Customer.
OPT/MI/7	The Supplier Solution shall provide the number of scan to email requests by device, satisfied within the service measurement period.
OPT/MI/8	The Supplier Solution shall provide the average speed to copy/print for each print device.

#### 1.3.14 Information Technology Accessibility

#	Requirement
1	The Supplier shall provide print devices to meet the accessibility requirements of End Users who require specialist print equipment as approved by the Customer.

#	Requirement

### 1.3.15 Additional services

Requirement ID	Requirement
OPT/Additional/2	The Supplier shall ensure that Print Room Staff are sufficiently trained to able to scan directly to a designated email address.
OPT/Additional/3	The Supplier Solution shall provide printers capable of calculating page numbers and printing new page numbers on each page.
OPT/Additional/4	The Supplier Solution shall allow for optical character recognition on all scanned documents. This is a capability required for Print Rooms only.
OPT/Additional/5	The Supplier Solution shall allow for paper archives to be digitised (scanned and saved to a share or CD).
OPT/Additional/6	The Supplier Solution shall be capable of notifying the Supplier when consumable such as toner are running low, and the solution should include the delivery and installation of the replacement consumable product.

### 1.3.16 Desktop printers (non MFD's)

Requirement ID	Requirement
OPT/Desktop/1	<p>The Supplier shall take over the Customer's desktop printers at the point of the relevant Operational Services Commencement Date in accordance with Schedule 13 (Customer Equipment) and provide a full monthly maintenance contract to the Customer for each Desktop Printer, including the provision of spares or replacements where requested.</p> <p>Suppliers shall ensure the provision of toner and user fittable consumables for the desktop printers is not included in the Supplier Solution</p>
OPT/Desktop/2	The Supplier shall replace or remove any desktop printers at Customer's request, and, prior to replacing or removing any desktop printer, the Supplier shall seek the Customer's instructions. Where the Supplier replaces a desktop printer, the Supplier shall ensure that the replacement printer is capable of the same functions as the device being replaced.
OPT/Desktop/3	The Supplier shall ensure that duplex (double sided) printing and copying is set as the default option, except where the print device is located at certain pre-determined locations (where such pre-determined locations shall be agreed between the Parties during Transition.), in which case the default shall be set as single sided printing and copying.

OPT/Desktop/4	Where a desktop print device is not connected to the Customers LAN, Management Information shall be collected manually from the device in respect of each service measurement period and included within the overall Management Information provided for all print devices. Such Management Information shall include all of the information listed under the section titled "Print Management Information" within this Schedule 9.
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#### 1.4 Category 3 – Agency Manager interface requirements

The Agency Manager is responsible for managing the delivery and performance of the Services under this Contract in accordance with the terms and conditions of this Contract, including managing the Customer's governance function in relation to such delivery and performance.

The Agency Manager assists the Customer in relation to contract administration (including Change Management, verification of invoices and payment, etc.) and supplier relationship management in connection with this Contract. The Supplier shall work with, respond to, cooperate with and assist the Agency Manager in relation to such contract administration and supplier relationship management.

The Service Requirements of the Agency Manager set out in this Category 3 of Part A of this Schedule 9 allow the Supplier to fulfil the Supplier's obligations relating to interfacing, working with and complying with the instructions and requirements of the Agency Manager, including utilising and aligning the Services and the delivery and performance of the same with the Policies, Processes, Procedures ("**PPP**") of the Agency Manager. The Supplier shall ensure that the Supplier PPP and the SOM align with the provisions of the Agency Manager's PPP.

In the event of a conflict, the Agency Manager's PPPs shall take precedence over the Supplier PPPs and the SOM. Therefore, the Supplier may be required to cooperate with or modify the Supplier PPPs to ensure continual alignment with the Agency Manager's PPPs.

#### Service Operations

The Agency Manager interface requirements shown below relate to Service Operations.

##### 1.4.1 Event management

Requirement-ID	Requirement
AM-Interface/EventMgt/1	The Supplier shall adhere to: (i) the Service Desk Policies, Processes and Procedures; and (ii) guidance on interfacing with the Service Desk as provided to the Supplier by the Agency Manager.
AM-Interface/EventMgt/2	The Supplier shall interface with the Service Desk provided by the Agency Manager such that the Supplier is able to receive Incident and requests records logged by the Service Desk, update, amend and pass back incident records to the Service Desk as necessary.
AM-Interface/EventMgt/3	<p>The Supplier shall interface with the Service Desk provided by the Agency Manager such that devices</p> <p>(1) attached to the Customer network, and</p> <p>(2) considered a part of the Supplier Solution,</p> <p>are able to automatically generate Incidents with the Agency Manager provided Service Desk.</p> <p>The parameters and criteria for such automatic generation of Incidents to be agreed between the Supplier and the Agency manager during</p>

Requirement-ID	Requirement
	Transition.
AM-Interface/EventMgt/4	The Supplier shall contribute to the Knowledge Management system and the Known Error log provided by the Agency Manager to support improved Incident analysis.
AM-Interface/EventMgt/5	The Supplier shall provide feedback to End Users and /or the Agency Manager on progress made with resolving an Incident. Such feedback shall include: (i) advice on any remedial action being taken; (ii) the estimated date and time when the Incident may be resolved; and (iii) advice allowing the End User to continue to use the Services until such time as the Incident is resolved.
AM-Interface/EventMgt/6	The Supplier shall ensure that Root Causes to Incidents and Problems are addressed, and that workarounds that continue to exist while the Root Cause is addressed are reported each Service Reporting period.

#### 1.4.2 Incident Management

Requirement-ID	Requirement
AM-Interface/Incident-Mgt/1	The Supplier shall investigate and resolve all Incidents in accordance with the Service Levels, including: (1) assessing the probable cause of each Incident; (2) testing and replacing or repairing faulty hardware/software as required; and (3) carrying out any other procedures as required to facilitate the resolution of the Incident.
AM-Interface/Incident-Mgt/2	The Supplier shall promptly complete agreed corrective actions as agreed with the Agency Manager.
AM-Interface/Incident-Mgt/3	The Supplier shall promptly notify the Agency Manager of any Incident that is known to have breached or is likely to breach the Service Levels or that has, in the opinion of the Supplier, been incorrectly allocated.
AM-Interface/Incident-Mgt/4	The Supplier shall; (i) update the Incident record with all relevant information to ensure that Root Cause Analysis can be carried out by the Agency Manager; and (ii) co-operate with the Agency Manager as required for the Agency Manager to carry out Root Cause Analysis
AM-Interface/Incident-Mgt/5	Where the Agency Manager has altered the assigned Incident severity level of an Incident in accordance with Customer instructions and agreed this with the supplier, the Supplier shall resolve such Incident in accordance with the new Incident severity level.
AM-Interface/Incident-Mgt/6	The Supplier shall ensure that, in the event that the investigation of an Incident reveals weaknesses or flaws in the Supplier Solution, then any Change required by the Supplier to rectify the weakness or flaw must be approved by the Customer and the Agency Manager, in advance and implemented via Change control. For the avoidance of doubt, the Change to the Supplier Solution shall be at no cost to the Customer.



### 1.4.3 Request Fulfilment

Requirement-ID	Requirement
AM-Interface/Request-Fulfilment/1	The Supplier shall contribute to and use the Agency Manager supplied Business Service Catalogue.
AM-Interface/Request-Fulfilment/2	The Supplier shall review Management Information on a monthly basis to identify trends or significant changes or increases in service request volumes, for discussion with the Agency Manager and, where necessary, Related Suppliers, as applicable.
AM-Interface/Request-Fulfilment/3	The Supplier shall identify possible Process improvements and promptly make appropriate recommendations to the Agency Manager in writing.
AM-Interface/Request-Fulfilment/4	The Supplier shall immediately bring to the attention of the Agency Manager any issues that prevent the Supplier from processing Service Requests.
AM-Interface/Request-Fulfilment/5	The Supplier shall ensure that Service Requests received from the Agency Manager are expedited within agreed Service Levels when assigned by the Service Desk
AM-Interface/Request-Fulfilment/6	The Supplier shall ensure that all information relevant to a Service Request is promptly provided by the Supplier to the Agency Manager in response to Service Requests.
AM-Interface/Request-Fulfilment/7	The Supplier shall: (i) co-operate with the Agency Manager to proactively manage and monitor the status and progress of all Service Requests for the Services ordered via the Business Service Catalogue; and (ii) adhere to the PPP relevant to Service Requests as provided by the Agency Manager.
AM-Interface/Request-Fulfilment/8	The Supplier shall respond to the Agency Manager or the Customer's enquiries regarding Service Requests with accurate and up-to date information.
AM-Interface/Request-Fulfilment/9	The Supplier shall manage end of life Service Catalogue items, such that, at least one month before the end of life Service Catalogue item is discontinued, replacement Service Catalogue items:  a. are adequately tested (including user acceptance testing where appropriate); b. are approved by the Customer; c. have any relevant charges agreed between the Supplier and Customer; d. added to the Service Catalogue; and e. any relevant Test environment(s) is created.

#### 1.4.4 Access management

Requirement-ID	Requirement
AM-Interface/Access-Mgt/1	The Supplier shall provide access to systems as requested by the Customer's End Users in accordance with: (i) the policies of the Customer and/or Agency Manager relating to Access Management and (ii) the Supplier's operational Procedures as agreed with the Agency Manager and the Customer.
AM-Interface/Access-Mgt/2	The Supplier shall provide appropriate access (including remote access) to the necessary tools and systems to the Agency Manager, thereby enabling the Agency Manager to comply with its responsibility and obligations under its agreement with the Customer.
AM-Interface/Access-Mgt/3	The Supplier shall reject any access request that has not been properly approved by Agency Manager in accordance with the access management policy.
AM-Interface/Access-Mgt/4	The Supplier shall inform the Agency Manager and the Customer where it suspects or has reason to believe that inappropriate user access has been requested.
AM-Interface/Access-Mgt/5	The Supplier shall assist and co-operate with the Agency Manager by granting appropriate access to Related Suppliers to the Supplier System, as applicable.

#### 1.4.5 Problem Management

Requirement-ID	Requirement
AM-Interface/ProblemMgt/1	The Supplier shall participate with the Agency Manager in incident reviews and major incident reviews, as necessary.
AM-Interface/ProblemMgt/2	The Supplier shall (i) contribute to major Incident Reports; and (ii) ensuring that major Incident Reports provide clear details to the Agency Manager regarding the time; and (iii) ensure that the reason for the breach of the Service Level(s) is recorded and agreed with the Agency Manager.

## **Service Operations Exclusions**

The remaining ITIL Service Operation functions shown below do not apply to the Supplier for the purpose of interfacing with the Agency Manager, and have therefore been excluded from the scope of this Schedule 9.

- IT Operations control
- Facilities management
- Application management
- Technical management

## **Service Transition**

The Agency Manager interface requirements shown below relate to the ITIL Service Transition function. The objective of Service Transition is to build and deploy IT services. Service Transition also makes sure that changes to services and Service Management Processes are carried out in a coordinated way.

### **1.4.6 Change Management**

<b>Requirement-ID</b>	<b>Requirement</b>
AM-Interface/ChangeMgt/1	The Supplier shall contribute to the Change schedule and issue this to the Agency Manager and the Customer.
AM-Interface/ChangeMgt/2	The Supplier shall schedule, coordinate and manage planned Service outages in accordance with Policies, Processes and Procedures.
AM-Interface/ChangeMgt/3	The Supplier shall support and assist the Agency Manager by responding to impact assessments and shall provide input where required.
AM-Interface/ChangeMgt/4	The Supplier shall monitor, analyse and report to the Agency Manager in respect of Change volumes and trends. The format of such reports shall be agreed during Transition.
AM-Interface/ChangeMgt/5	The Supplier shall provide all requested Management Information to the Agency Manager
AM-Interface/ChangeMgt/6	The Supplier shall raise Change Requests in order to make operational or technical Changes to the Services.
AM-Interface/ChangeMgt/7	The Supplier shall: a. attend the Change Advisory Board (CAB) (including emergency CABs as necessary); b. ensure that any issues related to the Supplier raised at the Change Advisory Board meeting are progressed to the satisfaction of Agency Manager; and c. where required by the Agency Manager, support the progression of Changes owned by Related Suppliers.
AM-Interface/ChangeMgt/8	The Supplier shall track and monitor all approved Changes and ensure that Change records are updated throughout the lifecycle of each Change in accordance with decisions made at the Change Advisory Board.

<b>Requirement-ID</b>	<b>Requirement</b>
AM-Interface/ChangeMgt/9	The Supplier shall ensure that operational Change Requests contain information including, but not limited to: (i) Implementation Plans; (ii) Acceptance Criteria; (iii) Back Out Plans or Remediation plans; (iv) Plans for handover to support; and (v) Configuration Items affected.
AM-Interface/ChangeMgt/10	Following implementation of an operational Change, the Supplier shall ensure that post implementation reviews implemented by Agency Manager are carried out and managed effectively, and that any lessons learned from each post implementation review are implemented and fed into the assessment of future Changes.
AM-Interface/ChangeMgt/11	The Supplier shall ensure that any operational Changes that occur more often than three (3) times each rolling monthly period are processed consistently with the requirements of the Agency Manager.
AM-Interface/ChangeMgt/12	The Supplier shall ensure that all pre-approved Changes are publicised by the Agency Manager in the Services Catalogue.
AM-Interface/ChangeMgt/13	The Supplier shall: (i) identify any potential Change Management process improvements; (ii) make appropriate recommendations to the Agency Manager; and (iii) where these are agreed by the Customer, the Supplier shall manage any process improvement activity until completed.
AM-Interface/ChangeMgt/14	The Supplier shall adhere to the governance required by the Agency Manager and/or the Customer regarding Change Requests
AM-Interface/ChangeMgt/15	The Supplier shall ensure that all Equipment used in delivering the Supplier Solution and the Services adhere at all times to; (i) any hardware vendor support requirements; and (ii) any requirements of the Agency Manager relating to Incident Management.
AM-Interface/ChangeMgt/16	The Supplier shall: (i) ensure that any compatibility issues between the Customer's Systems immediately prior to the Commencement Date and new or proposed Supplier Systems are resolved prior to the Operational Services Commencement Date; and (ii) assist and co-operate with the Agency Manager to ensure resolution of such compatibility issues.

#### **1.4.7 Release & Deployment management**

<b>Requirement-ID</b>	<b>Requirement</b>
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Requirement-ID	Requirement
AM-Interface/ReleaseDeployment/1	The Supplier shall contribute to the Release schedule and associated Release plan(s) and issue these to the Agency Manager and the Customer. The Release schedule will provide details for at least a two month rolling period.
AM-Interface/ReleaseDeployment/2	The Supplier shall ensure that vendor recommended patching is applied to all Equipment and Software used to deliver the Services under this Contract, as directed by Agency Manager.

#### 1.4.8 Asset & Configuration Management

Requirement-ID	Requirement
AM-Interface/Asset&ConfigMgt/1	The Supplier shall maintain accurate Asset details, including details of the hardware, operating system and any bespoke or packaged Software in order for the Agency Manager to maintain the CMDB.
AM-Interface/Asset&ConfigMgt/2	The Supplier shall carry out Asset disposal; including the procurement of formal certification that secure and environmentally responsible disposal has been conducted, and shall notify the Agency Manager of such disposals, in order for the Agency Manager to maintain the CMDB.
AM-Interface/Asset&ConfigMgt/3	The Supplier shall agree and provide regular reporting to the Agency Manager and the Customer regarding any relevant licence compliance for all Software used to deliver the Supplier Solution.
AM-Interface/Asset&ConfigMgt/4	The Supplier shall work with the Agency Manager and the Customer, as required, to confirm the scope of any Asset Management audits and the investigation and resolution of any discrepancies related to Asset Management. Unless agreed otherwise by the Parties, such Asset Management audits shall occur at least once per year during the Term, at no additional charge to Customer.
AM-Interface/Asset&ConfigMgt/5	The Supplier shall provide the results of Asset Management audit data to the Agency Manager within the timescales and in the format required by the Agency Manager.

<b>Requirement-ID</b>	<b>Requirement</b>
AM-Interface/Asset&ConfigMgt/6	The Supplier shall receive, review and, when instructed by the Agency Manager and/or the Customer implement recommendations for Service Asset and Configuration Management process improvements.
AM-Interface/Asset&ConfigMgt/7	The Supplier shall provide CI (Configuration Item) data to the Agency Manager in a format and frequency appropriate for inclusion in the Agency Manager supplied integrated CMDB.
AM-Interface/Asset&ConfigMgt/8	The Supplier shall develop, test and implement Changes to Asset Management system interfaces and Configuration Item data content as agreed with the Agency Manager.
AM-Interface/Asset&ConfigMgt/9	The Supplier shall assist and co-operate with the Agency Manager in determining the reason for each Configuration Item discrepancy, its criticality, and actions required to address it.

#### **1.4.9 Knowledge management**

<b>Requirement-ID</b>	<b>Requirement</b>
AM-Interface/Knowledge Mgt/1	The Supplier shall contribute to the online knowledge management system provided by the Agency Manager for the capture, storage, and presentation of information required to manage the Services.
AM-Interface/Knowledge Mgt/2	The Supplier shall ensure that, where data related to the Services is found in the knowledge management system provided by the Agency Manager that is inaccurate, incomplete or lacks integrity, such data is promptly corrected.
AM-Interface/Knowledge Mgt/3	The Supplier shall assist and co-operate with the Agency Manager in ensuring the knowledge management system contains data and information, including: i. methods to resolve Incidents; ii Known Errors; iii. Service Desk scripts; iv. build data; v. self-help articles; and vi. frequently asked questions (FAQs).

### Service Validation and testing

Requirement-ID	Requirement
AM-Interface/ServiceValid/1	The Supplier shall specify in detail how the Release will be tested and quality-assured. In particular define the testing concept and specific test cases to be used during Service Validation
AM-Interface/ServiceValid/2	The Supplier shall acquire the components of a Release and submit them to an initial assessment by the Agency manager. The Supplier shall ensure that only components which meet stringent quality criteria (to be defined and agreed with the Agency manager) are submitted for assessment.
AM-Interface/ServiceValid/3	The Supplier shall conduct release testing and test all Release Components and all tools and mechanisms required for deployment, migration and back out. The Supplier shall via this process ensure that only components which meet stringent quality criteria are deployed into the live production environment.
AM-Interface/ServiceValid/4	The Supplier to verify with the Agency manager that conditions (to be defined and agreed with the Agency Manager) are met for the new service to be activated, and to obtain a binding consent from the Customer that the new service fulfills the agreed Service Level Requirements. In the event that serious defects are discovered, it must be decided between the Supplier, Agency manager and Customer as to the actions that should follow.

### Service Transition exclusions

The remaining ITIL Service Transition functions shown below do not apply to the Supplier for the purpose of interfacing with the Agency manager, and have therefore been excluded from the scope of this Schedule 9.

- Project management
- Application Development



## PART B: SUPPLIER SERVICE DESCRIPTIONS

### 1. Introduction

1.1 This Part B of Appendix 3 describes how the Supplier Solution shall comply with all of the Service Requirements set out in Part A of this Schedule 9.

*"The CPS claims an exemption from publishing this information under Section 43(1) of the FOI Act 2000"*