

FRAMEWORK SCHEDULE 2: GOODS AND SERVICES AND KEY PERFORMANCE INDICATORS

PART A: GOODS AND SERVICES

LOT 1 – MULTIFUNCTIONAL DEVICES (MFDs) AND ENTRY LEVEL PRINT MANAGEMENT SOFTWARE

1 INTRODUCTION

- 1.1 Crown Commercial Service (CCS) (the “Authority”) is seeking to establish a Framework Agreement for the provision of Multifunctional Devices (MFDs) and Entry Level Print Management Software for all UK Central Government Departments and Wider Public Sector Organisations (“Contracting Authorities”).
- 1.2 This Framework Agreement will be managed by the Authority and Call Off contracts will be managed by Contracting Authorities.
- 1.3 The duration of the RM3781 Framework Agreement for Lot 1 is four (4) years (48 months), with a maximum Call Off Contract period of five (5) years (60 months).
- 1.4 The purpose of Lot 1 is to appoint a single Supplier who shall be responsible for the provision of Multifunctional Devices (MFDs) and Entry Level Print Management Software via Direct Award between the successful Supplier and Contracting Authorities.
- 1.5 Lot 1 shall provide a simple, efficient and compliant route for Contracting Authorities to procure a range of MFDs and Entry Level Print Management Software, as specified in Annex 1 through a Supplier hosted web-based portal which shall support the reduction of print output volume and enable significant savings on print management costs for Contracting Authorities, through a secure print facility.
- 1.6 The Supplier shall support Government by driving behaviour towards implementing best practice and applying an intelligent approach to the market to optimise benefits and delivery of savings and efficiencies throughout the duration of the Framework Agreement.
- 1.7 The Supplier shall provide all aspects of the requirements for Lot 1 as set out in this Framework Schedule 2 (Part A: Goods and Services).
- 1.8 The Authority placed a Prior Information Notice (the PIN notice) 2015/S 241-437566 which was published on 12/12/2015 in the Official Journal of the European Union (OJEU).
- 1.9 This procurement has been advertised by publishing a Contract Notice in the OJEU under the open procedure in accordance with the Public Contracts Regulations 2015 (the “Regulations”).

2 SCOPE OF THE REQUIREMENT

- 2.1 Lot 1 Multifunctional Devices (MFDs) and Entry Level Print Management Software is for the provision of Equipment, as specified in Annex 1 of this Framework Schedule 2 (Part A: Goods and Services) via a Supplier hosted web-based, online portal.
- 2.2 The Supplier shall provide the Equipment as specified in Annex 1, which includes mono and colour-capable Devices from small to large office based, free standing and network ready MFDs, Entry Level Print Management Software and peripheral accessories to enable Contracting Authorities to bespoke Devices to meet their individual requirements.
- 2.3 The Supplier shall focus its attention on all contract activity to enables successful delivery of the Product Range and Services as set out in this Framework Schedule 2 (Part A: Goods and Services).
- 2.4 The core requirements of this Lot shall include but shall not be limited to:
- An online catalogue via a web based, Supplier hosted portal to be accessible via the internet.
 - Mono and colour-capable MFDs, all with network interfaces.
 - Consumables including toner, staples and Customer Replacement Units (CRU).
 - Entry Level Print Management Software (where required).
 - Maintenance and support, including training (on-site).
 - Finance based on fixed term operating leases and page costs as set out in section 4.
 - Option for outright purchase of Equipment.
- 2.5 The core requirements of this Lot shall not include the provision of paper. The Supplier shall source the supply of paper via compliant routes if requested by Contracting Authorities.

3 MANDATORY REQUIREMENTS – ONLINE PORTAL, PRODUCT RANGE, ADVICE AND RECOMMENDATION

This section provides details of the mandatory web-based online portal, Product Range and advice and recommendation requirements that the Supplier shall be expected to fulfil in their entirety in order to meet the requirements of this Framework Agreement.

3.1 ONLINE PORTAL

- 3.1.1 The Supplier shall provide a fully functional web based online portal for Contracting Authorities in place within 30 days of Framework Agreement award. The portal must have the following capabilities as a minimum,;
- User registration and secure password protected log in;
 - Ability to securely place orders directly with the Supplier for all available Equipment as specified in Annex 1;
 - Ability to receive orders from Contracting Authorities from day one (1) of Framework Agreement award.
 - Ability to track and trace orders placed by Contracting Authorities.
 - Full specification details for all Devices as specified in Annex 1, which shall include as a minimum:
 - machine rated speed;

- recommended and maximum monthly print/page volume capacity of the Device;
 - number of paper cassettes with paper tray sizes;
 - dimensions of the Device; and
 - weight of the Device.
- Full price list of the Equipment as specified in Annex 1, including costs per page;
 - Functionality for Contracting Authorities to configure Devices with peripheral accessories as specified in Annex 1, to meet their individual requirements at point of order;
 - Functionality for the web-based, online portal to calculate a total price for each configuration, including costs per page (e.g. mono and colour-capable);
 - Functionality of a price comparison tool for Contracting Authorities to benchmark pricing for Lot 1.
- 3.1.2 The Supplier shall be responsible for the registration, administration and support of the web-based, online portal for Contracting Authorities and their Users.
- 3.1.3 The Supplier shall ensure that the web-based, online portal including registration and set up, associated functionality, and ongoing maintenance, upgrades and support shall be provided at no additional cost to the Authority and/or Contracting Authorities throughout the duration of the Framework Agreement and any Call Off Contracts.
- 3.1.4 The Supplier shall provide Contracting Authorities with a web-based, online portal User guide.
- 3.1.5 The Supplier shall encourage Contracting Authorities to predominantly submit orders via the web-based, online portal. However, the Supplier shall accept orders by telephone, email and/or fax, if requested by Contracting Authorities.
- 3.1.6 The Supplier shall provide a helpline to ensure that advice, guidance and support is available to Contracting Authorities should they have any issues accessing information through the web-based, online portal or if the portal is unavailable.
- 3.1.7 The Supplier shall provide Contracting Authorities with a single point of contact for this service, including a unique free phone number which must be accessible from UK landlines, mobile telephones and overseas via a UK dialling code.
- 3.1.8 The Supplier shall ensure that the helpline is available to Contracting Authorities during normal business hours of 09:00 hours to 17:00 hours Monday to Friday, excluding UK Bank Holidays.
- 3.1.9 The Supplier shall ensure that all essential scheduled system maintenance and/or system upgrades shall occur outside the hours of 07:30 to 20:00 Monday to Friday, excluding UK Bank Holidays, to minimise disruption for Contracting Authorities.
- 3.1.10 The requirements of the web-based, online portal as set out in this paragraph 3.1 are not exhaustive. The Supplier shall add additional functionality if they consider it will provide increased efficiency and deliver additional benefit to Contracting Authorities, if prior agreement is provided by the Authority in advance.

3.2 ADVICE AND RECOMMENDATIONS

- 3.2.1 The Supplier shall provide objective and professional advice for Contracting Authorities tactical and strategic requirements. All tactical advice shall be given in the context of sound strategic direction.
- 3.2.2 The Supplier shall encourage the provision of advice via all methods as specified in paragraph 3.2.1 but shall make available the option for face to face consultation, if specified by Contracting Authorities at no additional charge.
- 3.2.3 The Supplier shall provide advice for all Equipment being supplied by Contracting Authorities to ensure that it is appropriate for the requirement and supports the strategic direction of Contracting Authorities.
- 3.2.4 The Supplier shall ensure that the advice provided to Contracting Authorities is accurate, supports the effective and secure management of page output and is designed to drive value and efficiencies for Contracting Authorities.

3.3 PRODUCT RANGE PROVISION

3.3.1 New Equipment and Software

- 3.3.1.1 The Supplier shall provide a range of newly built MFDs, seven (7) mono and seven (7) colour-capable Devices, as specified in Annex 1 of this Framework Schedule 2 (Part A: Goods and Services) for Lot 1.
- 3.3.1.2 The Supplier shall provide a range of peripheral accessories, as specified in Annex 1, to enable Contracting Authorities to configure or tailor a Device to meet their individual requirements. The peripheral accessories shall include:
- additional paper trays;
 - staple finishers;
 - booklet finishers;
 - fax boards;
 - hole punch.
- 3.3.1.3 The Supplier shall ensure that all parts, Consumables and non-network peripheral accessories are available for each Device at least seven (7) years after manufacture of the Device terminates.
- 3.3.1.4 The Supplier shall provide Entry Level Print Management Software, as specified in Annex 1, which shall enable Contracting Authorities to manage their print costs via Pull Printing capability, if required (i.e. where a User's print output is held on a server or on a User's workstation and released by the User, primarily through the use of a PIN code).
- 3.3.1.5 The Supplier shall ensure that the Software provided is 'out of the box/off the shelf', shall not require any bespoke development and the Supplier shall inform Contracting Authorities of the Software manufacturer.
- 3.3.1.6 The Supplier shall ensure that the provision of Software supplied under this Lot shall be on the basis of a co-terminus deal whereby the Software licence will expire at the end of the MFD contracted period, unless otherwise specified by Contracting Authorities.
- 3.3.1.7 The Supplier shall ensure that all Software and drivers are tested and comply with the Contracting Authorities existing I.T. infrastructure and all key deliverable Applications as defined by the Contracting Authorities.

- 3.3.1.8 The Supplier shall ensure that all Software provided to Contracting Authorities, supplied through this Framework Schedule 2 (Part A: Goods and Services) shall be maintained and supported throughout the lifetime of the Device (i.e. from the time of installation to termination of use).
- 3.3.1.9 The Supplier shall ensure that all networked digital Equipment and Software is compliant with the networked security requirements specified by Contracting Authorities at the Call Off stage.
- 3.3.1.10 The Supplier shall provide the most cost effective optimum licensing option where multiple devices are being sourced by Contracting Authorities e.g. an Enterprise Licence provided when multiple Devices are sourced.

3.3.2 Pre-delivery and Installation

- 3.3.2.1 The Supplier shall ensure that all relevant information is obtained from Contracting Authorities prior to the installation of any product.
- 3.3.2.2 The Supplier shall ensure that the Device and all Software are fully functional at the point of installation.
- 3.3.2.3 The Supplier shall ensure that all Equipment is delivered to the point of use and installed and connected to the Contracting Authorities network, where required by Contracting Authorities.
- 3.3.2.4 The Supplier shall ensure that all Equipment, parts and Consumables meet all applicable UK and EU legislation at the time of installation.
- 3.3.2.5 The Supplier shall ensure that Software is installed remotely wherever possible. Where this is not possible, the Supplier shall ensure that Software is installed at the time of Device installation or in a timeframe specified by Contracting Authorities and shall be at no additional cost to Contracting Authorities.

3.4 TRIALS / PILOTS

- 3.4.1 The Supplier shall be required to provide Equipment, including Software for trial and/or acceptance testing/evaluation at Contracting Authorities premises or other agreed location. The Supplier shall ensure that all trials/ pilots are provided at no additional cost to Contracting Authorities.

3.5 TRAINING

- 3.5.1 The Supplier shall be responsible for the provision of training for all Equipment supplied through this lot. The Supplier shall specify the minimum training requirements to Contracting Authorities prior to Equipment delivery and installation in order to comply with the requirements as set out in paragraph 3.5.4.
- 3.5.2 The Supplier shall ensure that training for all Equipment is available to Contracting Authorities Users on-site at the point of Device installation. Where this is not possible, the Supplier shall provide training within one (1) working day of Device installation unless otherwise specified by the Contracting Authorities.
- 3.5.3 The Supplier shall be required to deliver focussed training upon request by the Contracting Authorities, on-site at customer premises where the Contracting Authorities shall organise suitable User groups. This may be topic rather than Equipment based training, for example, managing page output, scan to email, as agreed and with no additional cost to the Contracting Authorities.

- 3.5.4 The Supplier shall ensure that appropriate training is provided to Contracting Authorities Users to enable effective usage of the Equipment that supports the delivery of Contracting Authorities objectives as specified at the Call Off stage.
- 3.5.5 The Supplier shall deliver refresher training on-site and within a time mutually agreed with Contracting Authorities where:
- Contracting Authorities Personnel are new;
 - Product Range is new;
 - use of the Product Range is below expectations; and
 - unreasonable down time is occurring for any Device.

4 MANDATORY REQUIREMENTS – FINANCE OPTIONS

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

- 4.1 The Supplier shall ensure that Contracting Authorities have the option to finance the cost of the Equipment through a range of operating lease options not exceeding five (5) years or purchase the Equipment outright. The Supplier shall ensure that all operating Lease Agreements are compliant with International Accounting Standard 17 (IAS 17) and any other applicable or superseding standards.
- 4.2 The Supplier shall ensure that ownership of Equipment will not transfer to Contracting Authorities undertaking financial transactions, unless they choose to purchase outright. The Supplier shall be the Lessor in all cases and Contracting Authorities shall be the Lessee.

4.3 LEASE

- 4.3.1 The Supplier shall provide a range of operating lease options for durations of 3, 4 and 5 years. The lease term shall be specified by Contracting Authorities at the Call Off stage and in accordance with this Call Off Lease Agreement.
- 4.3.2 The Supplier shall not be permitted to use any other form of Lease Agreement other than this Call Off Lease Agreement.
- 4.3.3 The Supplier shall ensure that all Call Off Lease Agreements are Tax Fixed.
- 4.3.4 The Supplier shall ensure that residual values for Devices leased over a Primary Lease period will be as follows:
- 30% for 3 year leases;
 - 20% for 4 year leases;
 - 10% for 5 year leases.
- 4.3.5 The Supplier shall be aware that the maximum primary contractual lease period shall not exceed five (5) years.
- 4.3.6 The Supplier shall make available the option for Contracting Authorities to enter into a Secondary Lease period if requested by Contracting Authorities.
- 4.3.7 The Supplier shall ensure that any Secondary Lease period will not extend Contracting Authorities' total lease period beyond five (5) years-from the commencement date of the Primary Lease period to the expiry of the Secondary Lease period.

- 4.3.8 The Supplier shall ensure that the residual value of the Device shall be no less than the requirements specified in paragraph 4.3.4 for the relevant lease period.
- 4.3.9 The Supplier shall ensure that costs per page/copy are not increased and remain the same as those charged during the Primary Lease period, unless the costs per page/copy are subsequently reduced for the Secondary Lease period.
- 4.3.10 The Supplier shall ensure that any new lease finance required due to additions to a Device after installation, shall be co-terminus with the original lease period.
- 4.3.11 The Supplier shall provide lease finance options based on payments by Contracting Authorities three (3) months in advance.
- 4.3.12 The Supplier shall not charge a premium for lease payments made in arrears.
- 4.3.13 The Supplier shall ensure that Lease Agreements terminate automatically at the end of the Primary Lease period unless Contracting Authorities explicitly state in advance and in writing that it wishes to enter into a Secondary Lease period.
- 4.3.14 The Supplier acknowledges and agrees that Contracting Authorities shall not be required to provide notice for termination on expiry of Primary and/or Secondary Lease periods.
- 4.3.15 Expiry of Lease Agreements**
- 4.3.15.1 The Supplier shall provide Contracting Authorities with six (6) months written notice in advance of the expiry of each Lease Agreement.
- 4.3.15.2 The Supplier shall ensure that all Equipment shall be considered ready for removal and that all Lease Agreement charges shall cease on the expiry date of this Call Off Lease Agreement.
- 4.3.15.3 The Supplier shall remove all Equipment within five (5) working days of the expiry date subject to decommissioning of hard disk drives and/or removal of other sensitive Data, as agreed with Contracting Authorities.
- 4.3.15.4 The Supplier shall be responsible for the removal of Equipment at the end of the Call Off Lease Agreement and shall comply with the current Waste Electrical and Electronic Equipment (WEEE) regulations.
- 4.3.15.5 The Supplier shall ensure the removal of Equipment will be at no additional cost to Contracting Authorities.
- 4.3.16 Settlement and Flexibility**
- 4.3.16.1 The Supplier shall ensure where a settlement charge is payable due to early termination of a contract by Contracting Authorities, that this will be in accordance with the provisions as set out within the Call Off Lease Agreement. The Supplier shall be expected to apply a discount of at least 10% to early settlement fees that may be chargeable to Contracting Authorities as set out within the provisions of the Call Off Lease Agreement.
- 4.3.16.2 The Supplier shall ensure that no settlement fee for early termination shall be applied due to loss of expected page output volume, administration or collection charges.
- 4.3.16.3 The Supplier shall be expected to provide flexibility in the management of Contracting Authorities' fleet and shall not charge a settlement fee to Contracting Authorities where the Device is redundant due to re-organisation, merger or closure and all reasonable efforts have been made to re-site the Device within Contracting Authorities organisation.

4.3.16.4 The Supplier shall explore opportunities with the Authority where redundant Devices may be re-situated across other areas of Government where they are fit-for-purpose and where clear efficiencies can be illustrated to both the existing and new Contracting Authorities.

4.3.16.5 The Supplier shall provide additional flexibility and work with the Authority and Contracting Authorities in areas such as:

- Where Contracting Authorities has a Device that does not match the output requirement due to a change in Contracting Authorities circumstances, i.e. a different and more suitable Device is required through downgrade or upgrade. This may include, but shall not be limited to, a higher speed Device.
- Where funding is withdrawn and Contracting Authorities are no longer able to meet its obligations under this Call Off Lease Agreement were a Private Finance Initiative (PFI) (or similar programme) comes into effect.

4.3.17 Page Costs

4.3.17.1 The Supplier shall ensure that the copy/page costs will be fixed for the duration of the Primary Lease period with the exception of any reductions that may be enabled through cost saving initiatives and good practice instigated by the Supplier. For example, reductions in print volumes through the introduction of duplex print policies.

4.3.17.2 The Supplier shall ensure that the cost per copy/page will fund the complete range of service and maintenance requirements not covered by the outright purchase and lease payments.

4.3.17.3 The Supplier shall ensure that copy/page costs will be charged per side of paper and will not vary with page size, from A6 to A3.

4.3.17.4 The Supplier shall invoice Contracting Authorities three (3) months quarterly in arrears, based on actual usage and the number of copies produced.

4.4 OUTRIGHT PURCHASE

4.4.1 The Supplier shall enable Contracting Authorities to purchase Devices outright.

4.4.2 The Supplier shall offer a maintenance contract as set out in paragraph 8 for any Device purchased outright by Contracting Authorities and this shall be for a minimum period of one (1) year and maximum period of five (5) years, as specified by Contracting Authorities. The associated cost for this service is as specified in this Framework Agreement, Schedule 3 (Prices and Charging Structure).

5 MANDATORY REQUIREMENTS – POST ORDER MAINTENANCE SERVICES

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

5.1 MAINTENANCE AND SUPPORT

5.1.1 The Supplier shall provide a comprehensive post order maintenance and support service that is capable of fulfilling the demands of Contracting Authorities for both standalone and networked digital Devices and all Software supplied through this Lot.

5.1.2 The Supplier shall ensure that post order maintenance services and helpdesk support is provided to Contracting Authorities where Equipment is leased.

- 5.1.3 The Supplier shall ensure that post order maintenance and support is made available to Contracting Authorities where Equipment is purchased outright, when requested by Contracting Authorities.
- 5.1.4 The Supplier shall provide a post order maintenance and support service which must include the following:
- installation;
 - testing;
 - connection to the network (if required);
 - Equipment training;
 - preventative / pro-active and break-fix maintenance;
 - Software support;
 - maintenance for free of charge Software;
 - remote support;
 - network support; and
 - parts, firmware, toner, Consumables and staples.
- 5.1.5 The Supplier shall ensure that the provision of post order maintenance services for all Software within the scope of the Lot shall include the following as a minimum:
- break-fix support;
 - advisory services on the implementation of pre-built patches that Contracting Authorities has a right to deploy/ are licensed to use by the relevant Software owner;
 - development, testing and implementation of bug fixes (or such bug fixes where available from the relevant Software owner, advisory services in the implementation thereof);
 - development, testing and implementation of workarounds where bug fix is not possible (or such workarounds where available from the relevant Software owner, advisory services in the implementation thereof);
 - development, testing and implementation of all necessary updates to ensure that the Software undertakes all processing in line with all appropriate taxation, law and regulation (or such bug fixes where available from the relevant Software owner, advisory services in the implementation thereof);
 - monitoring of the operation of the Software in order to assure application and information availability and integrity;
 - provision of a knowledge-base of known issues and solutions in respect of the Software;
 - provision of Release Notes to Contracting Authorities;
 - assistance with upgrading, replacing, or otherwise changing the Software;
 - support and maintenance services provided for a minimum of five (5) years from the date of the original licence sale.
- 5.1.6 The Supplier shall ensure that the post order maintenance and support provided to Contracting Authorities shall minimise the risk of downtime, and ensure business continuity.

- 5.1.7 The Supplier shall ensure that Device performance is not affected where reprocessed parts or materials are used in newly built Equipment.
- 5.1.8 The Supplier shall be responsible for the removal and disposal of any replacement parts fitted to a Device. The Supplier shall ensure that all replacement parts fitted to Devices shall be new Original Equipment Manufacturer (OEM) parts.
- 5.1.9 The Supplier shall comply with the Service Levels as specified at the Call Off stage. The performing monitoring system put in place by the Supplier shall include, Supplier contacts, management processes, Management Reports, escalation procedures and associated severity ratings to support the Suppliers compliance with Contracting Authorities Service levels.

5.2 Helpdesk Support

- 5.2.1 The Supplier shall provide as a minimum, maintenance and help desk / support during core operational hours between the hours of 09:00 to 17:00 Monday to Friday, excluding UK Bank Holidays.
- 5.2.2 The Supplier shall provide the following facilities at no additional cost to Contracting Authorities:
- log support calls with a help desk by phone or email.
 - log calls through automated email service alerts direct from each networked digital Device, where this is specifically authorised and facilitated by Contracting Authorities.
 - receive telephone support for all Equipment, including Software.
 - receive remote support via the network where this is specified, authorised and facilitated by Contracting Authorities.
 - provide specialist I.T. telephone, remote access and field support where requested by Contracting Authorities.
 - progress reports on service calls / problem fixes to Contracting Authorities via the Supplier's help desk.
- 5.2.3 The Supplier shall provide extended service hours outside of the normal business hours as specified in paragraph 5.2.1 (i.e. weekends, UK Bank Holidays and/or out of hours), when requested by Contracting Authorities. The requirements will be chargeable to Contracting Authorities at the Call Off stage.

5.3 Incident Reporting

- 5.3.1 The Supplier shall report any incident affecting the delivery of the Product Range to Contracting Authorities. The Supplier shall then undertake an immediate investigation and shall provide feedback in writing to Contracting Authorities, including corrective actions required and any trends that may be observed where applicable within one (1) working day.

5.4 Networked Fault Reporting

- 5.4.1 The Supplier shall ensure that all Devices are capable of alerting Contracting Authorities of their functional status, unless otherwise specified by Contracting Authorities. This shall include alerts for low Consumables, paper jams, poor quality print, engineer required and any other fault that may result in loss of Device functionality. Alerts shall be sent to an agreed e-mail address and shall not include any information that may breach Contracting Authorities security.

5.5 Networked Monitoring and Consumables Replenishments

- 5.5.1 The Supplier shall ensure that where e-Maintenance is available to Contracting Authorities, the Device shall be capable of activating an alert of its functional status to the Supplier.
- 5.5.2 The Supplier shall ensure that networked digital Devices have the ability to provide automated meter readings and order toner electronically from the Supplier. This facility enables Contracting Authorities to manually input meter readings and order toners, unless otherwise specified by Contracting Authorities.

5.6 Automated Meter Reading

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

5.7 Infection Control

- 5.7.1 The Supplier shall supply Devices which allow control panels to be regularly wiped down by Contracting Authorities' Users, either with a damp cloth in order to remove physical debris and/or with detergent wipes for the cleansing of areas such as key pads.
- 5.7.2 The Supplier shall provide Contracting Authorities with instructions about cleaning procedures in order to ensure a clean working environment can be maintained at all times. The Supplier shall ensure that control of infection shall be of paramount importance where Equipment is deployed into clinical areas.

5.8 Up Time

- 5.8.1 The Supplier shall ensure, as a minimum, that 97% Up Time is achieved, as measured over any two (2) consecutive rolling quarterly periods (e.g. 62 days in a quarter at 8 hours per day, the Supplier shall ensure that all Primary Functions are available and supported for 481 hours out of 496 hours, as a minimum).
- 5.8.2 The Supplier shall provide Contracting Authorities with an automatic replacement Device without cost, on a like for like basis under the same terms and contract end date, where any one or more of the following conditions apply:
- a Device has had a maximum of four (4) service calls for the same fault which results in the equipment not being able to produce print/copy in any one quarter;
 - a Device has not achieved the expected Up Time in two (2) consecutive rolling quarterly periods;
 - a colour Device has become incapable of achieving the reference standard, using the sample images provided by Contracting Authorities;
 - a mono Device has become incapable of achieving the specified Dots per Inch (dpi).
- 5.8.3 The Supplier shall provide a loan Device, on a like for like basis, where the Device has been down and unable to operate for a continuous period of twenty four (24) working hours. The loan Device shall be in operation at the end of that twenty four (24) hour

period and shall remain in place until the original Device is returned and fully operational

- 5.8.4 The Supplier shall ensure that all Equipment supplied through this Framework Agreement, which is not fit for purpose as set out in paragraph 5.8.2, shall be replaced with an identical, satisfactory piece of Equipment as approved by Contracting Authorities. The Supplier shall provide replacement Equipment within five (5) working days of notification from Contracting Authorities.

5.9 First Time Fixed Rate

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

5.10 Response Times

- 5.10.1 The Supplier shall ensure that the maximum average Response Time is four (4) working hours when measured over any two (2) consecutive rolling quarterly periods. The Supplier shall also ensure that the maximum acceptable Response Time for any single instance shall be six (6) working hours.
- 5.10.2 The Supplier shall ensure that the Response Times as specified in paragraph 5.10.1 apply throughout the UK (i.e. England, Northern Ireland, Scotland and Wales).
- 5.10.3 The Supplier shall attempt to fix errors remotely in the first instance, where approved by Contracting Authorities, however the Supplier shall arrange an on-site engineer where required.
- 5.10.4 The Supplier shall have in place a detailed escalation reporting procedure to activate corrective steps where they have failed to meet the four (4) working hour average Response Time, when measured over any two (2) consecutive rolling quarterly periods.
- 5.10.5 The Supplier shall comply with the Service Credits below if the average Response Times are exceeded and performance failure occurs:
- Service Credits for the cost and inconvenience caused to Contracting Authorities shall be calculated as a percentage (%) reduction of the service revenue element of the previous quarter's print output volume.
 - Service Credits shall be applied to the total quarterly service revenue value, inclusive of mono and colour volume charges, where applicable.
 - Service Credits shall be 3% where a five (5) hour average Response Time is exceeded and 5% where a six (6) hour average Response Time is exceeded.

5.11 Re-Siting of Devices

- 5.11.1 The Supplier shall ensure that any re-siting of Devices within the existing location i.e. in the same building, will be provided at no additional cost to Contracting Authorities.
- 5.11.2 The Supplier shall agree in advance with Contracting Authorities any additional charges that may be applicable for re-siting of Devices to another location. Charges may be incurred where special access requirements are required.
- 5.11.3 The Supplier shall ensure that any chargeable re-siting of Devices will be invoiced to Contracting Authorities at cost with no additional margin added by the Supplier.

6 MANDATORY REQUIREMENTS – SECURITY AND STANDARDS

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

6.1 SECURITY

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

means. The Supplier shall ensure that the level of encryption complies in full with the Government Security Classification Policy rating of OFFICIAL and/or in line with the Contracting Authorities' requirements.

- 6.1.8 The Supplier shall ensure that any suspected or actual security breaches are reported to Contracting Authorities representative immediately and depending on the impact of the breach, shall be included in monthly/quarterly performance reporting to the Authority.
- 6.1.9 The Supplier shall comply with all relevant legislation, organisational and cross Government policy and guidelines in relation to Data and asset security.
- 6.1.10 The Supplier shall ensure that their security capabilities meet Contracting Authorities specific requirements prior to installation and/or implementation of the Product Range, when requested by Contracting Authorities.

6.2 STANDARDS

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

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

7 MANDATORY REQUIREMENTS – SUPPLIER PERSONNEL AND VETTING

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

7.1 SUPPLIER PERSONNEL

- 7.1.1 The Supplier shall ensure that all Supplier Personnel possess the qualifications, experience and competence appropriate to the tasks for which they are employed.
- 7.1.2 The Supplier shall ensure that all Supplier Personnel delivering the Product Range to Contracting Authorities are fully trained for the work they are undertaking and have direct access to the manufacturer's current technical manuals and support services.
- 7.1.3 The Supplier shall ensure that all Supplier Personnel adhere and comply with Contracting Authorities' safety and confidentiality requirements at all times.
- 7.1.4 The Supplier shall ensure that all Supplier Personnel supplying the Services of this Framework Schedule 2 (Part A: Goods and Services) and any Call Off Contracts shall act in a responsible and professional manner, and shall provide and maintain the Product Range with all due skill, care and diligence.

7.2 VETTING

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

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

- 7.2.4 The Supplier shall ensure that all Supplier Personnel have appropriate security clearance and comply with any additional security requirements specified by Contracting Authorities at the Call Off stage.
- 7.2.5 The Supplier shall provide details of its Supplier Personnel security procedures to Contracting Authorities. The Supplier shall also provide contact details of all Personnel who will be involved in the delivery of the Product Range, when requested by Contracting Authorities.
- 7.2.6 The Supplier shall ensure that its Supplier Personnel involved in the delivery of the Product Range have and maintain the relevant security clearance.

8 MANDATORY REQUIREMENTS – ORDER AND DELIVERY

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

8.1 ORDER

- 8.1.1 The Supplier shall ensure effective, efficient and flexible administration of the Product Range supplied through this Framework Agreement.
- 8.1.2 The Supplier shall ensure that the ordering process is compliant with Framework Agreement, Schedule 5 (Call Off Procedure).
- 8.1.3 The Supplier shall predominantly accept orders via the online portal. However, the Supplier shall also have the facility to accept orders outside of the online portal by telephone, email and fax. This shall also include the use of e-procurement market places specific to Contracting Authorities.
- 8.1.4 The Supplier acknowledges and agrees that an official order raised and authorised by Contracting Authorities, whether via the web-based online portal or otherwise, shall be sufficient to order the Product Range provided under the Framework Agreement from the Supplier.
- 8.1.5 The Supplier shall obtain an authorised official purchase order from Contracting Authorities via the web-based online portal or otherwise, which details the Framework Agreement reference and any specific details relevant to the Contracting Authorities transaction. The Supplier shall not request the completion of any further paperwork.
- 8.1.6 The Supplier acknowledges and agrees that all orders shall be placed using the prices as specified in Framework Schedule 3 (Prices and Charging Structure).
- 8.1.7 The Supplier shall ensure that no minimum order value will be levied against orders.
- 8.1.8 The Supplier shall ensure upon request that Contracting Authorities have the ability to make any subsequent orders co-terminus with the original Call Off Contract.

8.2 DELIVERY

- 8.2.1 The Supplier shall ensure that all Equipment is delivered within twenty one (21) calendar days of receipt of an order from Contracting Authorities at no additional cost. In the event of any delay in the lead time, the Supplier shall immediately notify Contracting Authorities, specifying reasons for the delay and the revised delivery date. Where issues cannot be resolved to the satisfaction of Contracting Authorities in the first instance or where there are recurring issues with delivery lead times, the Supplier shall immediately report this to the Authority.

- 8.2.2 The Supplier shall ensure that delivery times are flexible to avoid any disruption to Contracting Authorities during core operational hours (e.g. schools). Contracting Authorities reserve the right to specify delivery times to be agreed with the Supplier in advance.
- 8.2.3 The Supplier shall ensure that Equipment is delivered to point of use (subject to paragraph 8.2.7 (below) and shall be unpacked, sited, configured, connected and commissioned by the Supplier within one (1) working day of delivery.
- 8.2.4 The Supplier shall remove all packaging from the Contracting Authorities premises at the time of installation.
- 8.2.5 The Supplier shall ensure that Devices will be pre-configured on delivery to minimise environmental impact and maximise energy efficiency. As a minimum this shall include duplex set as default, toner saving will be on and energy save will commence in after ten (10) minutes, unless otherwise specified by Contracting Authorities.
- 8.2.6 The Supplier shall ensure that Software drivers are similarly defaulted and shall pre-configure IP address and network settings where appropriate and agreed with Contracting Authorities.
- 8.2.7 The Supplier shall ensure where Contracting Authorities do not require an installation service that the Equipment will arrive complete with all materials and instructions necessary for self-installation.
- 8.2.8 The Supplier shall ensure that all Consumables, including toner, staples and Customer Replacement Units (CRU's), are delivered within two (2) working days of ordering, unless Contracting Authorities specify at a later date.
- 8.2.9 The Supplier shall ensure that automatic ordering/replenishment of Consumables shall be enabled through alerts direct from each networked digital Device only where specifically authorised and facilitated by Contracting Authorities.
- 8.2.10 The Supplier shall ensure, upon installation that networked digital Devices have the ability to provide automatic meter readings, only where specifically authorised and facilitated by Contracting Authorities.
- 8.2.11 The Supplier shall ensure that delivery advice notes are supplied to Contracting Authorities upon delivery of Equipment.

9 MANDATORY REQUIREMENTS – SUSTAINABILITY AND ENVIRONMENTAL

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

9.1 SUSTAINABILITY

- 9.1.1 The Supplier shall ensure that all Devices have the functionality to operate effectively with 100% post-consumer waste recycled paper.
- 9.1.2 The Supplier shall ensure that all Supplier Personnel are aware that Devices provided shall comply with section 3.3 and that recycled paper shall not be identified as the cause of any paper jamming issues experienced by Contracting Authorities.
- 9.1.3 The Supplier shall support the wider agenda of sustainability in terms of the social, economic and environmental impact of Contracting Authorities' operations, through the provision of Data within the management information which supports Contracting Authorities objectives.

- 9.1.4 The Supplier shall comply with Government Buying Standards. Full details of which can be found on the DEFRA Sustainable Development in Government website:
<https://www.gov.uk/government/publications/government-buying-standards>
- 9.1.5 The Supplier shall complete annual Corporate Social Responsibility (CSR) assessments upon request from Contracting Authorities.
- 9.1.6 The Supplier shall identify Social Value options which are appropriate to a Call Off Contract with Contracting Authorities at the Call Off stage. Any Social Value options selected by Contracting Authorities at the point of Call Off, shall be in accordance with the Government's Social Values which are current at that point in time.

9.2 ENVIRONMENTAL

- 9.2.1 The Supplier shall ensure that all of the applicable Product Range supplied under this Lot, including packaging, comply with the requirements of the Government Buying Standards (GBS) for Imaging Products, Energy Star Rating and Article 6 of the Energy Efficiency Directive (EED) Standards. Full details can be accessed via the following link:
<https://www.gov.uk/government/publications/sustainable-procurement-the-gbs-for-office-ict-equipment>
- 9.2.2 The Supplier shall ensure that all Electric and Electronic Equipment (EEE) provided in association with the delivery of the Product Range, is compliant with Restriction of Hazardous Substances (RoHs) Regulations and Waste Electrical and Electronic Equipment (WEEE) Regulations, where appropriate, including Producer Compliance Scheme registration. Full details can be accessed via the following link:
<https://www.gov.uk/guidance/rohs-compliance-and-guidance>
- 9.2.3 The Supplier shall comply and operate to the standard ISO 14001; Eco-Management and Audit Scheme (EMAS) or a nationally recognised agreed equivalent accredited standard for the scope of the Product Range.
- 9.2.4 The Supplier shall work co-operatively and provide assistance to Contracting Authorities to support the Government's Agenda to meet the Greening Government Commitments (GGC), including associated reporting requirements, details of which can be accessed via the following link:
<https://www.gov.uk/government/publications/greening-government-commitments>
- 9.2.5 The Supplier shall effectively manage the Product Range supplied under this Framework Agreement, in order to minimise any impact on the environment. Where appropriate, the Supplier shall work proactively with Contracting Authorities in relation to but not limited to, the following areas: noise reduction, removal of unwanted Consumables and heat production in confined spaces.
- 9.2.6 The Supplier shall minimise the amount of packaging required for safe transportation and delivery of Equipment. When requested by Contracting Authorities, the Supplier shall provide evidence of how this is achieved including the purpose for each piece of packaging and whether the packaging originates from recycled / sustainable sources.
- 9.2.7 The Supplier shall be responsible for the collection and disposal of all packaging, materials and redundant or replacement spare parts in accordance with WEEE Regulations as detailed at the link below:

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

9.2.8 The Supplier shall take steps to encourage the reuse of any WEEE generated in the delivery of the Product Range, as promoted by the WEEE Directive. This shall include, but is not limited to, consideration of the application of PAS 141:2011 Re-use of Used waste Electrical and Electronic Equipment (UEEE and EEE).

9.2.9 Return of Consumables and Redundant Parts:

9.2.9.1 The Supplier shall ensure that all toner bottles and cartridges are capable of re-use or, as a minimum, recycling. When requested by Contracting Authorities, the Supplier shall demonstrate the full re-use or recycling streams for toner bottles and cartridges.

9.2.9.2 The Supplier shall provide containers to Contracting Authorities which are suitable for the accumulation of used Consumables and redundant parts including but not limited to: spent toner bottles, cartridges, waste toner, developer liquids/powder, replaceable units such as a fuser or developer, broken parts and packaging. The Supplier shall arrange collection and replacement of the containers no later than three (3) working days after a request is received from Contracting Authorities and this shall be provided at no additional cost to Contracting Authorities.

9.2.9.3 The Supplier shall provide a financial credit incentive for Contracting Authorities who return spent toner bottles and cartridges, which shall be paid to Contracting Authorities quarterly in arrears.

9.2.9.4 The Supplier shall be expected to demonstrate acceptable operational use of recycled toner to the Contracting Authorities in the event that Contracting Authorities request the use of recycled toner as part of their requirements.

9.2.9.5 The Supplier shall, when requested by the Authority/ and or Contracting Authorities, provide information on the resource and energy efficiency impacts of all Devices, including but not limited to:

- compliance with current Government Buying Standards (GBS);
- Energy Star, European Carton Makers Association (ECMA), Electronic Product Environmental Assessment Tool (EPEAT) certifications confirming such compliance;
- operational energy consumption and energy efficiency Data;
- recycled content in product build;
- recycle ability of the Device to minimise landfill/incineration.

9.2.9.6 The Supplier shall provide, when requested by Contracting Authorities, the following information:

- the proportion, by weight, of post-consumer and non post-consumer recycled material in the Equipment and in the packaging;
- the weight and volume of packaging applicable to Equipment received by Contracting Authorities;
- the management of the Equipment at end of life. This shall include details for every component of the Devices in terms of future use or location. For example, this may include, but is not limited to, re-use, recycle, landfill or any other possible eventuality in the management of components from end of life Devices;

- the energy and carbon footprint / impact of making and delivering the Product Range received by Contracting Authorities.

10 MANDATORY REQUIREMENTS – FRAMEWORK MANAGEMENT

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

10.1 Framework Management Structure

- 10.1.1 The Supplier shall provide a suitably qualified nominated ‘Supplier Framework Manager’ who will take overall responsibility for delivering the Goods and/ or Services required within this Framework Agreement, as well as a suitably qualified deputy to act in their absence.
- 10.1.2 The Supplier shall within five (5) working days of the Framework Commencement Date send to the Authority the name and contact details (including email address and telephone numbers) of the nominated Supplier Framework Manager and Deputy Framework Manager for this Framework Agreement.
- 10.1.3 The Supplier shall communicate any change in Framework Manager to the Authority, no less than one (1) month in advance of the planned change.
- 10.1.4 The Supplier’s Framework Manager shall be familiar with all aspects of the Framework Agreement and suitably experienced in the role, ensuring that all the requirements of the Framework Agreement are met or exceeded. The Supplier shall have arrangements in place to deal with annual leave or any other (un) planned absence.
- 10.1.5 The Supplier shall manage this Framework Agreement by utilising the Authority’s tiered Supplier Relationship Management (SRM) approach as set out in paragraph 10.2.3, which provides escalation routes and enables development of the key strategies at senior levels.
- 10.1.6 The Supplier’s Framework Manager shall ensure that accurate process maps for the ordering and logistics processes are created and maintained throughout the duration of the Framework Agreement, which shall include details of all processes undertaken by the Supplier to fulfil the supply of Multifunctional Devices and Entry Level Print Management Software under this Lot 1 (i.e. from order through to delivery of Equipment, including processes for installation and training of Contracting Authorities’ Users).
- 10.1.7 The Supplier’s Framework Manager shall ensure where service levels are not being met, that appropriate extra resources are committed promptly and action is taken to resolve any issues to the satisfaction of the Authority which may include a Performance Improvement Plan (PIP) in accordance with this Framework Agreement, Schedule 8 (Framework Management), section 5 (Escalation Procedure).
- 10.1.8 Following the Framework Commencement date, the Authority shall produce and issue to the Supplier a draft Supplier Action Plan. The Supplier Action Plan shall, unless the Authority otherwise Approves, be agreed between the Parties and come in to effect within two weeks from receipt by the Supplier of the Supplier Action Plan as specified in this Framework Agreement, Schedule 8 (Framework Management).
- 10.1.9 The Supplier Action Plan shall be managed and updated on an ongoing basis by the Authority. Any changes to the Action Plan shall be notified by the Authority to the Supplier. The Supplier shall not unreasonably withhold its agreement to any changes to the Supplier Action Plan. Any such changes shall, unless the Authority otherwise

Approves, be agreed between the Authority and the Supplier and come in to effect within two (2) weeks from receipt by the Supplier of the Authority's notification as specified in this Framework Agreement, Schedule 8 (Framework Management).

10.2 Supplier Review meetings

10.2.1 The Supplier review meetings shall take place with the Authority at an agreed location between both the Supplier and the Authority throughout the Framework Period and thereafter until the Framework Expiry Date.

10.2.2 The Supplier review meetings shall be attended, as a minimum by the Authority Representative(s) and the Supplier Framework Manager.

10.2.3 The Supplier shall agree the level of engagement and frequency with the Authority within one (1) month of the Framework Commencement Date, but as a minimum this shall include:

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

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

10.3 Framework Assurance

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

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

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

10.4 KEY PERFORMANCE INDICATORS AND PERFORMANCE MANAGEMENT

10.4.1 The Supplier shall comply with the Key Performance Indicators as set out in paragraphs 5.8, 5.9 and 5.10 of this Framework Schedule 2 (Part A: Goods and Services) and Framework Schedule 8 (Framework Management), Section 3 (Key Performance Indicators).

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

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

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

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

- total Service Revenue per month;
- total number of Devices supplied per month;
- total number of Contracting Authorities Call Offs per month;
- quarterly capital/hardware sales;
- quarterly sales value per Contracting Authority sector;
- Machines in Field (MIF) – Number of Devices deployed;
- savings summary;
- opportunity pipeline;
- Service Level performance statistics;
- marketing and Communications summary.

10.5 New and Replaced/ Superseded Equipment Introduction Procedure

10.5.1 The Supplier shall follow the New and replacement Equipment introduction procedures as set out in this paragraphs 10.6 and 10.7 for each proposed Equipment introduction and in accordance with Clause 19.1 (Variation Procedure) of the Framework Agreement.

10.6 New Equipment

10.6.1 The Supplier shall not promote or sell any new Equipment to Contracting Authorities through the Framework Agreement without authorisation from the Authority.

10.6.2 The Supplier shall submit all new Equipment requests to the Authority via an updated catalogue at the earliest opportunity and not less than twenty one (21) calendar days prior to intended publication to Contracting Authorities.

10.6.3 The Supplier shall ensure that all proposed new Equipment offers tangible benefits and increased value to justify the addition to the catalogue, prior to requesting the addition of any new Equipment,.

10.6.4 The Supplier shall provide information for each new Equipment request, on the following areas:

- price (including mono and colour copy costs, as applicable for new Devices);
- technical specification of the Equipment;
- environmental performance of the Equipment;
- standards and security conformance of the Equipment;
- total cost of ownership of the Equipment.

10.6.5 The Supplier shall not increase costs through the introduction of any new Equipment

10.7 Replaced/ Superseded Equipment

10.7.1 The Supplier shall be responsible and accountable for managing the replacement of existing catalogue Equipment that is superseded throughout the duration of the Framework Agreement. The Supplier shall ensure that all replacement Equipment is of equivalent or improved specification and environmental performance relative to the original/existing authorised catalogue Equipment being superseded.

10.7.2 The Supplier shall notify the Authority of all changes relating to replacement or superseded Equipment via an updated catalogue at the earliest opportunity and not less than twenty one (21) calendar days prior to intended publication to Contracting Authorities.

10.7.3 The Supplier shall ensure that the online portal is updated at the point of publication to reflect the replacement/superseded Equipment.

10.7.4 The Authority reserves the right to audit approximately 100% of replacement/superseded Equipment on an annual basis to ensure that these have been introduced on a like for like basis against the required criteria. The Supplier shall provide information on the following criteria, when requested by the Authority:

- price (including mono and colour copy costs, as applicable for Devices);
- technical specification of the Equipment;
- environmental performance of the Equipment;
- standards and security conformance of the Equipment;
- total cost of ownership of the Equipment.

10.7.5 The Supplier shall not increase costs through the introduction of any replacement or superseded Equipment.

10.8 SUPPLIER MANAGEMENT INFORMATION (MI)

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

10.8.2 Additional Supplier Management Information (MI)

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

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

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

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

- Contracting Authorities sector / sub-sector (categories determined by Contracting Authorities);
- Contracting Authorities;
- geographical region (categories determined by Contracting Authorities);
- account management details per Contracting Authority;
- Device location including postcode;
- Device model;
- Device serial number;
- Device installation date;
- network connection status (whether the Device is connected or not);
- machine rated speed;
- power consumption of Device;
- mono/colour-capable/colour as primary use;
- Device lease period in months (0 if purchased outright);
- Device lease agreement end date;
- Device quarterly/monthly lease cost (0 if purchased outright);
- total mono pages printed by the Device per month/quarter;
- total mono pages printed by the Device since installation;
- average monthly/quarterly mono volume printed by the Device since installation;
- recommended monthly/quarterly mono print volume for the Device;
- mono page cost for the Device per month/quarter;
- total colour pages printed by the Device per month/quarter;
- total colour pages printed by the Device since installation;
- average monthly/quarterly colour volume printed by the Device since installation;
- recommended monthly/quarterly colour print volume for the Device;
- colour page cost for the Device per month/quarter;
- total number of service requests logged for the Device per month/quarter;
- average Response Time for Device service calls in month/quarter;
- total minutes the Device has been down (any primary function) per month/quarter;

% Up Time of the Device per month/quarter (against total supported minutes).

10.9 Third Party Sub-Contracting

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

10.9.2 The Supplier shall be the primary point of contact for all third party Sub-Contractors and shall therefore be responsible for managing, controlling and maintaining all

relationships throughout the duration of the Framework Agreement and Call Off Contracts.

10.10 Complaints Procedure

- 10.10.1 The Supplier shall comply with the requirements as set out in Clause 47 (Complaints Handling) of RM3781 Framework Agreement.
- 10.10.2 The Supplier shall have in place robust and auditable procedures for logging, managing, escalating and resolving issues, complaints or problems reported by the Authority.
- 10.10.3 The Supplier shall accept issues, queries and complaints by telephone, fax, email and/or letter.

10.11 CONTINUOUS IMPROVEMENT

- 10.11.1 The Supplier shall comply with the requirements set out in this Framework Schedule 12 (Continuous Improvement and Benchmarking).
- 10.11.2 The Supplier shall continually improve the way in which the required Product Range is to be delivered throughout the Framework Agreement duration to optimise savings and efficiencies and offer increased value for money across Government.
- 10.11.3 The Supplier shall maintain open channels of communication with the Authority to resolve issues, share lessons learned and present new ways of working during the Framework Agreement review meetings. Any proposed new ways of delivering the Product Range shall be brought to the Authority's attention and formally agreed prior to any changes being implemented.
- 10.11.4 The Supplier shall demonstrate its capability of delivering the Product Range and flexibility and scalability of meeting the current and future demands in relation to print strategies of Contracting Authorities.
- 10.11.5 The Authority shall reserve the right to make changes to the Product Range available to ensure that this Lot 1 remains compliant with Contracting Authorities' requirements.
- 10.11.6 The Supplier shall conduct twice yearly a Customer Satisfaction exercise and survey Contracting Authorities responses to ascertain satisfaction levels for the Product Range supplied. The Supplier shall produce survey results for review by the Authority.

10.12 MARKETING AND COMMUNICATION

- 10.12.1 The Supplier shall pro-actively work with the Authority to establish and manage a Marketing and Communications Plan. This plan will detail all marketing activities including, but not limited to, producing case studies, running or attending events, direct mail campaigns, and Social Media campaigns.
- 10.12.2 The Supplier shall ensure that any documents produced as a result of the Framework award (e.g. catalogues) can be provided in a variety of formats upon request by the Authority and Contracting Authorities, to ensure they are accessible to all. This requirement shall include, but not limited to, large print or a bi-lingual format.
- 10.12.3 The Supplier shall ensure that the emphasis of any marketing effort relating to the Framework Agreement must focus on savings and benefits to be achieved through the Framework Agreement via page output management, cost savings and/or operational efficiencies, for example, rather than benefits of the Supplier's own goods and services as an end in themselves.

- 10.12.4 The Supplier shall provide Data and images to the Authority and/or Contracting Authorities for the purposes of creating and maintaining electronic and other catalogues upon request.
- 10.12.5 The Supplier shall produce case studies of Contracting Authorities who have contracted through the Framework Agreement to highlight the savings and benefits achieved. The Supplier shall gain approval from Contracting Authorities prior to any release or publication.
- 10.12.6 The Supplier shall highlight Social Value, sustainability and environmental advantages and issues as part of any marketing material and specifically wherever it promotes awareness of and improvement in any of these areas.
- 10.12.7 The Supplier shall ensure that all marketing materials and communications which make reference to the Framework Agreement, including case studies, are approved by the Authority prior to any release or publication.

11 CONTRACTING AUTHORITIES CALL OFF CONTRACT AND/ OR LEASE AGREEMENT MANAGEMENT

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

11.1 Contracting Authorities Management Structure

- 11.1.1 The Supplier shall provide a suitably qualified nominated 'Call Off Contract' and/ or 'Lease Agreement' Management provision predominately by telephone or occasional face to face at Contracting Authorities premises only when requested by Contracting Authorities.
- 11.1.2 The Supplier shall within five (5) working days of the 'Call Off Contract' and/ or 'Lease Agreement' Commencement date, provide Contracting Authorities with the name and contact details (including the telephone number and email address) of the nominated Supplier 'Call Off Contract' and/ or 'Lease Agreement' manager.
- 11.1.3 The Supplier shall communicate any change in the 'Call Off Contract' and/ or 'Lease Agreement' manager to Contracting Authorities, no less than one (1) month in advance of any planned change.
- 11.1.4 The Supplier shall provide face to face meetings at no additional cost to Contracting Authorities
- 11.1.5 The Supplier shall promote, deliver and communicate transparency of pricing and savings when requested by Contracting Authorities.

11.2 Complaints Procedure

- 11.2.1 The Supplier shall have in place robust and auditable procedures for logging, managing, escalating and resolving issues, complaints or problems reported by Contracting Authorities.
- 11.2.2 The Supplier shall accept issues, queries and complaints by telephone, fax, email and/or letter.

11.3 SUPPLIER MANAGEMENT INFORMATION (MI)

- 11.3.1 The Supplier shall provide Management Information to Contracting Authorities upon request or as specified at Call Off Stage.

ANNEXES

1. ANNEX 1 – EQUIPMENT FEATURES

- 1.1. Lot 1 is for the provision of Equipment (e.g. mono and colour-capable Devices, Entry Level Print Management Software and peripheral accessories) with the “features” as specified in this Annex 1 of this Framework Schedule 2 (Part A: Goods and Services).
- 1.2. The Supplier acknowledges and agrees that Contracting Authorities reserve the right to add additional “features” to the Equipment as specified in this Annex 1, to ensure that this Lot remains compliant with Contracting Authorities’ requirements throughout the duration of this Framework Agreement.
- 1.3. The Supplier shall provide the Equipment with the following “features”, as a minimum:-

Device Type	Equipment Features
Mono Device 1	Duplex Document Feeder One 500 Sheet paper tray A4 Print Speed (PPM) of 30 Average Monthly Page Volume of 3500 Paper Size of A4
Mono Device 2	Duplex Document Feeder Two 500 Sheet paper trays A4 Print Speed (PPM) of 25 Average Monthly Page Volume of 6,500 Paper Size of A3 and A4
Mono Device 3	Duplex Document Feeder Two 500 Sheet paper trays One 1,000 A4 Sheet paper tray (or two 500 A4 Sheet paper trays) One 100 Sheet External Bypass Tray A4 Print Speed (PPM) of 30 Average Monthly Page Volume of 15,000 Paper Size of A3 and A4
Mono Device 4	Duplex Document Feeder Two 500 Sheet paper trays One 2,000 A4 Sheet paper tray One 100 Sheet External Bypass Tray A4 Print Speed (PPM) of 40 Average Monthly Page Volume of 15,000 Paper Size of A3 and A4
Mono Device 5	Duplex Document Feeder Two 500 Sheet paper trays One 2,000 A4 Sheet paper tray One 100 Sheet External Bypass Tray A4 Print Speed (PPM) of 50 Average Monthly Page Volume of 25,000 Paper Size of A3 and A4

Mono Device 6	Duplex Document Feeder Two 500 Sheet paper trays One 2,000 A4 Sheet paper tray + One 1,500 A4 Sheet paper tray 100 Sheet External Bypass Tray A4 Print Speed (PPM) of 60 Average Monthly Page Volume of 40,000 Page Size of A3 and A4
Mono Device 7	Duplex Document Feeder Two 500 Sheet paper trays One 2,000 A4 Sheet paper tray One 1,500 A4 Sheet paper tray One 100 Sheet External Bypass Tray A4 Print Speed (PPM) of 70 Average Monthly Page Volume of 55,000 Page Size of A3 and A4
Colour Capable Device 1	Duplex Document Feeder One 500 Sheet paper tray A4 Print Speed (PPM) of 30 Average Monthly Page Volume of 5,000 Paper Size of A4
Colour Capable Device 2	Duplex Document Feeder Two 500 Sheet paper trays A4 Print Speed (PPM) of 25 Average Monthly Page Volume of 15,000 Paper Size of A3 and A4
Colour Capable Device 3	Duplex Document Feeder Two 500 Sheet paper trays One 1,000 A4 Sheet paper tray (or two 500 A4 Sheet paper trays) One 100 Sheet External Bypass Tray A4 Print Speed (PPM) of 30 Average Monthly Page Volume of 15,000 Paper Size of A3 and A4
Colour Capable Device 4	Duplex Document Feeder Two 500 Sheet paper trays One 2,000 A4 Sheet paper tray One 100 Sheet External Bypass Tray A4 Print Speed (PPM) of 40 Average Monthly Page Volume of 27,500 Paper Size of A3 and A4
Colour Capable Device 5	Duplex Document Feeder Two 500 Sheet paper trays One 2,000 A4 Sheet paper tray One 100 Sheet External Bypass Tray A4 Print Speed (PPM) of 50 Average Monthly Page Volume of 40,000 Paper Size of A3 and A4

Colour Capable Device 6	Duplex Document Feeder Two 500 Sheet paper trays One 2,000 A4 Sheet paper tray One 1,500 A4 Sheet paper tray One 100 Sheet External Bypass Tray A4 Print Speed (PPM) of 60 Average Monthly Page Volume of 55,000 Page Size of A3 and A4
Colour Capable Device 7	Duplex Document Feeder Two 500 Sheet paper trays One 2,000 A4 Sheet paper tray One 1,500 A4 Sheet paper tray One 100 Sheet External Bypass Tray A4 Print Speed (PPM) of 70 Average Monthly Page Volume of 90,000 Page Size of A3 and A4

Software Type	Software Features
Entry Level Print Management Software	Entry Level - Pin Access Software to release jobs

Peripheral Accessory Type	Peripheral Accessory Features
Additional paper tray(s)	500 Sheet paper tray 1000 Sheet paper tray (or two 500 Sheet paper trays) 3000 (minimum) Sheet paper tray
Staple Finisher(s)	Integrated Office Finisher (500 A4 sheet, 50 sheet stapler) External Staple Facility (minimum 2000 staple capacity)
Booklet Finisher(s)	Booklet Maker (saddle stitch)
Fax Board(s)	Fax Board
Hole Punch	2 hole punch kit

2. ANNEX 2 – GLOSSARY

Call Off Contract Manager	means the Supplier's Contract Manager appointed to manager Contracting Authorities Contract
Consumable(s)	means goods that need to be replenished, in accordance with the requirements of this Framework Schedule 2.
Dashboard Report	means a high level performance report, utilising graphs and charts to indicate trends and variances in performance, covering a period to be specified.
Data	means Data relating to a record which is stored on the Supplier's Multifunctional Devices (MFDs) and Entry Level Print Management Software system and databases.
Delivery Advice Notes	means the document which accompanies a goods shipment and lists details about the goods delivered. A delivery note explains what the contents of a package are. If some goods that were ordered are not enclosed (due to lack of stock, unavailability, etc.) they will also be listed on the Delivery Advice Note.
Deputy Framework Manager	means the person(s) who deputises for the Framework Manager .
Device(s)	means Multifunctional Devices
Disclosure and Barring Service (DBS)	means the Disclosure and Barring Service (DBS) which is a non-departmental Contracting Authority of the Home Office of the United Kingdom
Entry Level Print Management	means the Print Management Software that has been requested to support the products as specified within Annex 1 of this specification.
Equipment	means any hardware, software, and consumables provided by the Supplier to undertake the Services it has been contracted to perform.
First Time Fix Rate	means the measurement that is applied to quantify how efficiently the Supplier is resolving Contracting Authorities' product issues on the initial visit/ following the initial call.
Framework Manager	means the person(s) who is suitably experienced and who is responsible for ensuring that all the requirements of the Framework Agreement are met or exceeded and must be familiar with all aspects of the Framework Agreement.
Government Buying Standards	means the set of standards that government buyers must follow, the information about sustainable procurement and how it should be applied when buying goods and services.
Government Security Classification Policy	means the system for classifying sensitive Government Data in the United Kingdom.
Government Social Values	means the way government buyers applies it thought processes around how scarce resources are allocated and used. It involves looking beyond the price of each individual contract and looking at what the collective benefit to a community is when Contracting Authorities choose to award a Contract.
Hard Disk Drive	means a Data storage device used for storing and retrieving digital information using one or more rigid rapidly rotating disks (platters) coated with magnetic material.

Highlight Report	means a report which is sent by the Supplier's Framework Manager and Call Off Contract manager to Contracting Authorities on a minimum of a monthly and quarterly basis detailing any key issues or risks which the Supplier feels the Authority (Framework Agreement level) or Contracting Authorities (Call Off Contract level) should be aware of and progress against previously agreed key initiatives and actions.
Lease Agreement	means a legal document outlining the terms under which one party agrees to rent property from another party
Lessee	means a person who holds the lease of the goods
Lessor	means a person who leases or lets goods to another
Management Reports	means reports created by the Supplier for the Authority or Contracting Authorities on Supplier activities.
Marketing and Communications Plan	means the plan agreed between the Authority and the Supplier which will detail all marketing activities including, but not limited to, producing case studies, running or attending events, direct mail campaigns, and Social Media campaigns.
Multifunctional Devices	means the product(s) that have been identified within this specification to perform a variety of functions including, but not limited to, printing, photocopying, scanning.
Original Equipment Manufacturer	means manufacturers who resell another company's product under their own name and branding.
Performance Improvement Plan (PIP)	means a plan that recognises failures in delivery and identifies corrective action(s) and timeline(s) for each targeted performance area with assigned accountability
Personnel	means the Personnel of the Supplier with whom the Contracting Authorities have entered into a Call Off Contract
Primary Functions	means the core functions of the Device and/ or Service
Primary Lease	means the initial primary contractual period where the Supplier will manage the specified Multifunctional Devices (MFDs) and Entry Level Print Management Software Goods and Services on behalf of Contracting Authorities.
Print Management Software	means any Print Management Software and/ or Services provided to Contracting Authorities by the Supplier designed to carry out a specific function associated with the optimisation and automation of specific function, as specified by Contracting Authorities at Call Off
Product Range	means the range of New Equipment and Software, together with all associated and specified requirements that will be available to Contracting Authorities via this Framework Agreement.
Pull Printing	means the printing feature where a User's print job is held on a server or on a User's workstation and released by the User at any printing device (i.e. pulled to the printer) which supports this feature.
Release Notes	means the set of documents that are released and delivered to Contracting Authorities when an update to the product is released (i.e. usually Software updates).

Response Time	means the time from Contracting Authorities first placing a call with the Supplier, to the arrival on-site of an engineer to fix the particular Device.
Secondary Lease	means a period of extension that Contracting Authorities may choose which will result in an extension to the original Primary Lease period. This total contracted period (a combined primary and secondary period) will not extend the Contracting Authorities total lease period beyond 5 years (i.e. from the commencement of the primary period to the expiry of the secondary lease period).
Service Levels	means the Contracting Authorities specified Service Level linked to specific functions which the Supplier is required to undertake as part of the Contract.
Software	means the range of Software that has been specified within this Framework Agreement Schedule 2.
Supplier Action Plan	means a document, maintained by the Authority, capturing information about the relationship between the Parties including, but not limited to strategic objectives, actions, initiatives, communication channels, risks and supplier performance.
Supplier Relationship Management	means the discipline of strategically and operationally planning for, and managing, all interactions with Suppliers that supply goods and services to the Authority via this Framework Agreement or Contracting Authorities via subsequent Call Off Contracts, in order to maximise the value of those interactions.
Tax Fixed	means creating a fixed tax-deductible cost that avoids the need for complex tax depreciation. It could also refer to VAT, which is fixed at 20% at the start of the operating lease agreement.
UK Bank Holidays	means all UK Bank Holidays which are detailed in the link below: https://www.gov.uk/bank-holidays
Up Time	means the percentage (%) of time that all Primary Functions are running simultaneously out of the supported hours per quarter.
User	means either a member of Contracting Authorities' Personnel or a Supplier employee