

**Request for quotation (RFQ)**

## Request for quotation for the Provision of

*Audio-Visual Hardware Maintenance Service*

**To be supplied to the University of London**

|  |  |
| --- | --- |
| Project | ***Audio-Visual Hardware Maintenance Service***  |
| RFQ Release Date | 05/11/2018  |
| Issuer | Caroline Callender |
| Tenderer Response Date | 23/11/2018 |

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These limitations are not intended to restrict continuing business discussions between University of London and the Supplier.

Any proposal received byUniversity of London is subject to contract.

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# Section A - Introduction and Overview

# Introduction

**University of London (UoL) Background**

* 1. **The University of London is a federal University and is one of the oldest, largest and most diverse universities in the UK (it was granted its first charter in 1836). The teaching is carried by the 19 Colleges and Institutes that comprise the University.** Between the Colleges and Institutes we have over 120,000 students studying over 3700 courses. Not all of our students are actually located in London either: some study at the University of London Institute in Paris and we have over 50,000 students studying by distance and flexible learning in 180 countries with the University of London International Programmes.
	2. Today – as it has been throughout its long history – the University is a family of world-class

institutions, collectively upholding its international reputation of academic distinction in teaching and research.  Its degrees have always been awarded without discrimination on religious, social or sexual grounds. The outstanding achievements of the Colleges and Institutes mean that the University of London degree continues to be internationally recognised for its quality and excellence.

* 1. *Additional general information about UoL can be found at* [*www.london.ac.uk*](http://www.london.ac.uk)
	2. **Project Background**

The University’s audio visual provision has increased gradually but disparately and as a result, there exists different AV solutions, support and maintenance agreements that are not joined up. This has caused issues with support, ownership and poor user experience. The following locations are in scope: Senate House (lower ground/1st/2nd and 3rd floors); Halls of Residence; Institute of Historical Research; School of Advance Study; The Warburg Institute; Institute of Advance Legal Studies and Student Central. The University would want to phase in existing buildings during the life of the contract.

In order to maintain clear communication channels and receive effective support, the University expects a defined support process. The supplier will work to achieve the response and resolution times detailed in the table below.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Priority**  | **Definition**  | **Response SLA**  | **Resolution SLA**  | **Response Performance**  |
| P1  | Showstopper, significant business or user impact  |  1 hour  |   Next business day |  95%  |
| Request  | Request – a non-service impacting requirement   | 1 business Day i.e. 8 hours  | 5 Business Days i.e. 40 hours  | 95%  |

 Overview

2.1 The UoL has issued this RFQ to a selection of suppliers and expects to trade using its own terms and conditions.

2.2 You are invited to submit your proposal for these services in accordance with this RFQ.

* 1. Section B contains the Instructions to Supplier and the conditions of this RFQ.

2.4 Prior to commencing formal evaluation, supplier responses will be checked to ensure they are fully compliant with the conditions of RFQ. Non-compliant responses may be rejected by the University of London. Responses which are deemed by the University of London to be fully compliant will proceed to evaluation. These will be evaluated using the evaluation criteria and weightings detailed in Table 3 of Section C.

2.5 Following evaluation of the compliant quotes and approval of the outcome the University of London intends to appoint a single Supplier to enter into a Contract. However, the University of London reserves the right not to award a Contract as a result of the current procurement process.

# Section B – Instructions to Suppliers

# 1 General instructions

These instructions are designed to ensure that all suppliers are given equal and fair consideration. It is important therefore that you provide all the information asked for in the format and order specified. Please contact the University of London Representative – Caroline Callender, ICT Procurement Manager, University of London, Senate House, Malet Street, London WC1E 7HU, ICT.Office@london.ac.uk if you have any doubt as to what is required or will have difficulty in providing the information requested.

Suppliers should read these instructions carefully before completing the RFQ documentation. Failure to comply with these requirements for completion and submission of the RFQ Response may result in the rejection of the quote.

All material issued in connection with this RFQ shall remain the property of the University of London and shall be used only for the purpose of this procurement exercise. Any due diligence or other information issued to suppliers shall be either returned to the University of London or securely destroyed by the supplier (at the University of London’s option) at the conclusion of the procurement exercise.

The supplier shall nominate a Lead supplier and single point of contact, and ensure that each and every sub-contractor, consortium member and adviser abides by the terms of these instructions.

The supplier shall not make contact with any other employee, agent or consultant of the University of London who are in any way connected with this procurement exercise during the period of this procurement exercise, unless instructed otherwise by the University of London Representative.

The University of London shall not be committed to any course of action as a result of:

* + - * issuing this RFQ or any invitation to participate in this procurement exercise;
			* an invitation to submit any response in respect of this procurement exercise;
			* communicating with a supplier or a supplier’s representatives or agents in respect of this procurement exercise; or
			* any other communication between the University of London (whether directly or by its agents or representatives) and any other party.

The University of London reserves the right to amend, add to or withdraw all or any part of this RFQ at any time during the procurement exercise. Notification of such an event will be provided to all suppliers.

# **2** **Site Visits**

Tenderers will have the opportunity to visit the University to see the sites and equipment. This is not compulsory but all tenderers are welcome. The University will provide an agenda for the visit which will take place on 16th November 2018. Could you confirm your attendance by emailing ICT.Office@london.ac.uk

3 Confidentiality

3.1 Subject to the exceptions referred to in paragraph 3.2, the contents of this RFQ are being made available by the University of London on condition that:

* + 1. Suppliers shall at all times treat the contents of the RFQ and any related documents (together called the ‘Information’) as confidential, save in so far as they are already in the public domain;
		2. Suppliers shall not disclose, copy, reproduce, distribute or pass any of the Information to any other person at any time or allow any of these things to happen;
		3. Suppliers shall not use any of the Information for any purpose other than for the purposes of submitting (or deciding whether to submit) a quote;

and

* + 1. Suppliers shall not undertake any publicity activity within any section of the media.
	1. Suppliers may disclose, distribute or pass any of the Information to the Supplier’s advisers, sub-contractors or to another person provided that either:
		1. This is done for the sole purpose of enabling a quote to be submitted and the person receiving the Information undertakes in writing to keep the Information confidential on the same terms as if that person were the Supplier; or
		2. The Supplier obtains the prior written consent of the University of London in relation to such disclosure, distribution or passing of Information; or
		3. The disclosure is made for the sole purpose of obtaining legal advice from external lawyers in relation to the procurement or to any Contract arising from it; or
		4. The Supplier is legally required to make such a disclosure
	2. In paragraphs 3.1 and 3.2 above the definition of ‘person’ includes but is not limited to any person, firm, body or association, corporate or incorporate.

3.4 The University of London may disclose detailed information relating to Suppliers to its officers, employees, agents or advisers and the University of London may make any of the Contract documents available for private inspection by its officers, employees, agents or advisers. The University of London also reserves the right to disseminate information that is materially relevant to the procurement to all Suppliers, even if the information has only been requested by one Supplier, subject to the duty to protect each Supplier's commercial confidentiality in relation to its quote (unless there is a requirement for disclosure under the Freedom of Information Act, as explained in paragraphs 4.1 to 4.3 below).

4 Freedom of Information

4.1 In accordance with the obligations and duties placed upon public authorities by the Freedom of Information Act 2000 (the ‘FoIA’), the University of London may, acting in accordance with the Secretary of State’s Code of Practice on the Discharge of the Functions of Public Authorities under Part 1 of the said Act, or the EIR be required to disclose information submitted by the Supplier to the University of London.

* 1. In respect of any information submitted by a Supplier that it considers to be commercially sensitive the Supplier should:

4.2.1 Clearly identify such information as commercially sensitive;

4.2.2 Explain the potential implications of disclosure of such information; and

4.2.3 provide an estimate of the period of time during which the Supplier believes that such information will remain commercially sensitive.

4.3 Where a Supplier identifies information as commercially sensitive, the University of London will endeavour to maintain confidentiality. Suppliers should note, however, that, even where information is identified as commercially sensitive, the University of London may be required to disclose such information in accordance with the FoIA or the Environmental Information Regulations. In particular, the University of London is required to form an independent judgment concerning whether the information is exempt from disclosure under the FoIA or the EIR and whether the public interest favours disclosure or not. Accordingly, the University of London cannot guarantee that any information marked ‘confidential’ or “commercially sensitive” will not be disclosed.

4.4 Where a Supplier receives a request for information under the FoIA or the EIR during the procurement process, this should be immediately passed on to the University of London and the Supplier should not attempt to answer the request without first consulting with the University of London.

5 Quote Validity

5.1 Your quote should remain open for acceptance for a period of 90days. A quote valid for a shorter period may be rejected.

 6 Timescales

6.1 Set out below is the proposed procurement timetable. This is intended as a guide and whilst the University of London does not intend to depart from the timetable it reserves the right to do so at any stage.

|  |
| --- |
| **TABLE 1: PROCUREMENT TIMETABLE** |
| **DATE** | **STAGE** |
|  05/11/2018 | RFQ to be issued via email to selected suppliers by the University of London |
|  06/11/2018 | Clarification period opens |
| 16/11/2018 | Supplier site visit |
|  19/11/2018 | Deadline for Suppliers to confirm receipt of RFQ via email and confirm intention to submit a response |
|  21/11/2018 | Clarification period closes |
|  23/11/2018 | Closing date and time for receipt by the University of London of Supplier Responses to the RFQ |
|  w/c 26/11/2018 | Evaluation of RFQ Responses commences  |
| w/c 10/12/2018  | Supplier shortlisting |
|  w/c 17/12/2018 | Supplier presentations |
| w/c 07/01/2019 | RFQ recommendation and internal approval |
|  14/01/2019 | Award of Contract and Letters to Unsuccessful Suppliers |
|  w/c 14/01/2019 | Debriefing of Unsuccessful Suppliers on request |
|  w/c 14/01/2019 | Commencement Date of Contract  |
|  w/c 14/01/2019 | Implementation of works/services etc |

7 University of London Contact Details

* 1. Unless stated otherwise in these Instructions or in writing from the University of London, all communications from suppliers (including their sub-contractors, consortium members, consultants and advisers) during the period of this procurement exercise must be directed to the designated University of London Representative named in paragraph 1.1 above.
	2. All communications (other than the RFQ Response) should be clearly headed RFQ forTina Pask and include the name, contact details and position of the person making the communication.
	3. Requests for quote clarifications must be submitted in accordance with the procedure set out in Section B paragraph 16 – Queries Relating to RFQ.

8 Intention to Submit a quote

8.1 Suppliers must acknowledge receipt of the RFQ documentation and indicate whether they intend to submit a quote to the University of London Representative at the email address provided at Section B paragraph 1.1 above no later than 19/11/2018.

8.2 In the event that a Supplier does not wish to participate further in this procurement exercise, the Supplier should advise the University of London Representative at the email address provided at Section B paragraph 1.1

9 Preparation of Quote

9.1 Suppliers must obtain for themselves at their own responsibility and expense all information necessary for the preparation of quotes. Suppliers are solely responsible for the costs and expenses incurred in connection with the preparation and submission of their quote and all other stages of the procurement process. Under no circumstances will the University of London, or any of their advisers, be liable for any costs or expenses borne by Suppliers, sub-contractors, or advisers in this process.

9.2 Suppliers are required to complete and provide all information required by the University of London in accordance with the RFQ. Failure to comply may lead the University of London to reject a quote Response.

9.3 The University of London relies on Suppliers' own analysis and review of information provided. Consequently, Suppliers are solely responsible for obtaining the information which they consider is necessary in order to make decisions regarding the content of their quotes and to undertake any investigations they consider necessary in order to verify any information provided to them during the procurement process. By submitting a response, Suppliers are committing to an understanding that they understand the requirement and have sufficiently addressed all aspects of the requirement and information provided and that they have checked all stated details, such as prices, to be correct and as intended at the time of submission.

9.4 Suppliers must form their own opinions, making such investigations and taking such advice (including professional advice) as is appropriate, regarding the RFQ requirementand their quotes, without reliance upon any opinion or other information provided by the University of London or their advisers and representatives. Suppliers should notify the University of London promptly of any perceived ambiguity, inconsistency or omission in this RFQ, any of its associated documents and/or any other information issued to them during the procurement process.

10 Submission of quotes

10.1 Suppliers must submit their quotes as per the instructions below or their quote maybe rejected.

10.2 The University of London may at its own absolute discretion extend the closing date and the time for receipt of quote.

* 1. Any extension granted under Section B paragraph 10.2 will apply to all Suppliers.
	2. Tenderers must submit one electronic **priced** copyof their quote to email address:

ICT.Office@london.ac.uk by 12 noon 23/11/2018 (**“the Deadline”)**

10.5 The quote and any documents accompanying it must be in the English language.

10.6 Price and any financial data provided must be submitted in or converted into pounds sterling. Where official documents include financial data in a foreign currency, a sterling equivalent must be provided.

10.7 Quotes will be received any time up to the deadline stated above. Quotes received before this deadline will be unopened until the opening date.

10.8 The University of London does not accept responsibility for the premature opening or mishandling of quotes that are not submitted in accordance with these instructions.

11 Canvassing

11.1 Any Supplier who directly or indirectly canvasses any officer, member, employee, or agent of the University of London or its members concerning the establishment of the Contract or who directly or indirectly obtains or attempts to obtain information from any such officer, member, employee or agent or concerning any other Supplier, RFQ or proposed Tender will be disqualified.

12 Disclaimers

12.1 Whilst the information in this RFQ, any due diligence information and supporting documents has been prepared in good faith, it does not purport to be comprehensive nor has it been independently verified.

12.2 Neither the University of London, nor their advisors, nor their respective directors, officers, members, partners, employees, other staff or agents:

makes any representation or warranty (express or implied) as to the accuracy, reasonableness or completeness of the RFQ; or

accepts any responsibility for the information contained in the RFQ or for their fairness, accuracy or completeness of that information nor shall any of them be liable for any loss or damage (other than in respect of fraudulent misrepresentation) arising as a result of reliance on such information or any subsequent communication.

12.3 Any persons considering making a decision to enter into contractual relationships with the University of London following receipt of the RFQ should make their own investigations and their own independent assessment of the University of London and its requirements for an Audio Visual Hardware Maintenance contract and should seek their own professional financial and legal advice. For the avoidance of doubt the provision of clarification or further information in relation to the RFQ or any other associated documents (including the Schedules) is only authorised to be provided following a query made in accordance with paragraph 16 of this RFQ.

12.4 Any Contract awarded as a result of this RFQ shall be governed by English law.

13 Collusive Behaviour

13.1 Any Supplier who:

1. fixes or adjusts the amount of its quote by or in accordance with any agreement or arrangement with any other party; or
2. communicates to any party other than the University of London the amount or approximate amount of its proposed Quote or information which would enable the amount or approximate amount to be calculated (except where such disclosure is made in confidence in order to obtain quotations necessary for the preparation of the Quote or insurance or any necessary security); or
3. enters into any agreement or arrangement with any other party that such other party shall refrain from submitting a Quote; or
4. enters into any agreement or arrangement with any other party as to the amount of any Quote submitted; or
5. offers or agrees to pay or give or does pay or give any sum or sums of money, inducement or valuable consideration directly or indirectly to any party for doing or having done or causing or having caused to be done in relation to any other Quote or proposed Quote, any act or omission, shall (without prejudice to any other civil remedies available to the University of London and without prejudice to any criminal liability which such conduct by a Supplier may attract) be disqualified.

14 No Inducement or Incentive

14.1 The RFQ is issued on the basis that nothing contained in it shall constitute an inducement or incentive nor shall have in any other way persuaded a Supplier to submit a Quote or enter into the Contract or any other contractual agreement.

15 Acceptance and Award of Contract

15.1 The Supplier in submitting the Quote undertakes that in the event of the Quote being accepted by the University of London and the University of London confirming in writing such acceptance to the Supplier, the Supplier will within 7days of being called upon to do so by the University of London execute the proposed contract.

16 Queries Relating to RFQ

* 1. All requests for clarification about the requirements or the process of this procurement exercise shall be made in accordance with 16.3 of these Instructions.
	2. The University of London will endeavour to answer all questions as quickly as possible, but cannot guarantee a minimum response time. The University of London has designated a specific window of time to deal with clarification requests from Suppliers.
	3. Clarification requests can be submitted via e-mail only to the ICT Office, email: ict.office@london.ac.uk from 06/11/2018.
	4. No further requests for clarifications will be accepted after 21/11/2018.
	5. In order to ensure equality of treatment of Suppliers, the University of London intends to publish the questions and clarifications raised by Suppliers together with the University of London’s responses (but not the source of the questions) to all participants on a regular basis.
	6. Suppliers should indicate if a query is of a commercially sensitive nature – where disclosure of such query and the answer would or would be likely to prejudice its commercial interests. However, if the University of London at its sole discretion does not either; consider the query to be of a commercially confidential nature or one which all Suppliers would potentially benefit from seeing both the query and University of London’s response, the University of London will:
		1. invite the Supplier submitting the query to either declassify the query and allow the query along with the University of London’s response to be circulated to all Suppliers; or
		2. request the Supplier, if it still considers the query to be of a commercially confidential nature, to withdraw the query.

16.7 The University of London reserves the right not to respond to a request for clarification or to circulate such a request where it considers that the answer to that request would or would be likely to prejudice its commercial interests.

17 Amendments to Quote Documents

* 1. At any time prior to the deadline for the receipt of Quotes, the University of London may modify the RFQ by amendment. Any such amendment will be sent to all prospective Suppliers by email and the University of London may, at its discretion, extend the Deadline for receipt of Quotes.

18 Late Quotes

18.1 Any Quote received after 12 noon on 23/11/2018 may be rejected.

19 Proposed Clarification Amendments to the Contract by the Tenderer

* 1. The University of London will not undertake negotiation of the Contract terms and conditions. However, amendments by Tenderers and/or the University of London to clarify its terms will be considered.
	2. The University of London will consider proposed clarification amendments strictly on their merits, and will not be obliged to accept any proposed clarification amendments.
	3. Any proposed clarification amendments to the Contract must be detailed separately on the Proposed Clarification Amendments form included at Schedule 8**,** and returned with the Tenderer’s ITT Response.
	4. On no account will Tenderer’s “Terms of Business” be accepted in lieu of the form of terms and conditions contained in the ITT. The successful Tenderer shall enter into a formal contract to provide an Audio Visual Hardware Maintenance contract to the University of London in the form and in accordance with the terms and conditions set out in Section H of this RFQ.

20 Modification and Withdrawal

20.1 Suppliers may modify their Quote prior to the Deadline by giving notice to the University of London via electronic submission to the University of London Representative Caroline Callender No Quote may be modified subsequent to the Deadline for receipt, except where the Quote is found to be incorrect due to mathematical error (including clarification and subsequent correction of omissions or duplications) in the pricing information supplied by the bidder. In such instances bidders will be invited to agree to the correction of these mathematical errors. The method of correction will be by a written addendum to the Pricing Document. This addendum will then form part of the Contract.

* 1. Suppliers may withdraw their Quote at any time prior to the Deadline or any other time prior to accepting the offer of a Contract. The notice to withdraw the Quote must be in writing and sent to the University of London representative, Caroline.Callender@london.ac.uk.

21 Right to Reject/Disqualify

21.1 The University of London reserves the right to reject or disqualify a Supplier where:

1. the Supplier fails to comply fully with the requirements of this RFQ or is guilty of a serious misrepresentation in supplying any information required in this document; and/or
2. the Supplier is guilty of serious misrepresentation in relation to its Quote; and/or the Quote process; and/or
3. there is a change in identity, control, financial standing or other factor impacting on the selection and/or evaluation process affecting the Supplier.

22 Right to Cancel, Clarify or Vary the Process

22.1 The University of London reserves the right to:

1. amend the terms and conditions of the RFQ process,
2. cancel the evaluation process at any stage; and/or
3. require the Supplier to clarify its Quote in writing and/or provide additional information. (Failure to respond adequately may result in the Supplier not being selected),

23 Notification of Award

23.1 The University of London will notify the successful Supplier of their appointment in writing.

24 Debriefing

24.1 Following the conclusion of the Contract, all unsuccessful Suppliers will be afforded the opportunity of a debriefing. Unsuccessful Suppliers should notify the University of London in writing that they wish to be debriefed. The University of London will formally debrief the unsuccessful Supplier within 15 days of receiving such a request.

Section C – Evaluation Methodology

1 Introduction

1.1 The procurement process will be conducted to ensure that suppliers are evaluated fairly to ascertain the most economically advantageous quote.

2 RFQ Evaluation Criteria

2.1 Suppliers Response to the RFQ Questionnaire in Section E, together with pricing information provided in Section F will be evaluated against the criteria, shown in Table 3 below.

2.2 The successful supplier will be the one who, in the opinion of the University of London at the conclusion of the evaluation, offers the most economically advantageous quote.

|  |  |
| --- | --- |
|  | **TABLE 3: EVALUATION CRITERIA FOR CONTRACT AWARD** |
| **CRITERION** | **RFQ REFERENCE AS APPLICABLE** | **PERCENTAGE WEIGHTINGS or PASS/FAIL** |
| Section E Schedule 5 RFQ Questionnaire | Section E | 60% |
| Price | Section F  | 40% |
| Supplier Information | Section G | Pass / Fail |

3 Evaluation Process

3.1 The evaluation process will feature the following phases:

3.1.1 Phase 1 – Compliance Checks, receipt of quote within deadline is confirmed

3.1.2 Phase 2 – Evaluation and marking of quotes

3.1.3 Phase 3 – Moderation of Scores

3.1.4 Evaluation Report and Recommendation

3.1.5 Approvals

4 Award of Contract

4.1 The University of London will inform all suppliers in writing of the outcome including any intention to award a Contract.

4.2 Unsuccessful suppliers will be able to seek a debriefing in accordance with Section B paragraph 24.

Section D – Specification

Project background and scope

 The purpose of this procurement is to select one vendor who would provide the University with a single hardware maintenance contract to cover all the locations listed above. Each location has its own maintenance agreement and some do not have any agreement in place. Details of the equipment is attached as appendix B. The University’s AV strategy is to provide its students, staff and visitors with an effective AV user experience, helping to boost productivity. The supplier chosen would assist the University to achieve this vision by providing a single robust hardware maintenance agreement across its multiple sites.

The primary goals of this project are as follows:

* Several of the University’s buildings are listed, the supplier would have proven experience of working in enlisted buildings.
* The SLA agreements must meet the university’s’ needs i.e a single robust agreement to fulfil the requirements across the different sites.
* A flexible contract where by the University can scale up and down its equipment. In addition one of our site (Institute of Advance Legal Studies) contract expires 31st May 2019, this contact will be added on later and must co-term. The University regularly review its space allocation and rooms. These rooms and spaces would be added or remove during the lifetime of the contract.
* The University’s AV first line support is managed by several different teams, it is expected that the supplier would be contacted by multiple teams and across multiple sites.
* The University is interested in holding spare kit on site for rapid turnaround. The University will need your advice on how best to manage this and what spares to hold and how stock will be replaced.
* A couple of the University’s premium rooms have legacy equipment. The supplier would be asked to quote for these as separate line items.
* The contract core hours should be 07:30 to 18:00 Monday to Friday.
* The University would like a separate quote for out-of-hours service i.e Monday to Friday 18:00 to 22:00 and Saturday 07:30 to 22:00 and as an add-on service, i.e an hourly fixed rate service charge.

Section E - RFQ Questionnaire

# 1 RFQ Questionnaire

1.1 Table 4 in Schedule 5 below sets out the University of London’s RFQ Questions relating to the requirements of this RFQ. Suppliers should complete the last column with their responses, noting any response requirements such as word limits.

1.2 Requirements marked as Essential are mandatory, solutions unable to meet the mandatory requirements will be disqualified.

1.3 Requirements marked as Desirable are optional, they will still be marked but failure to fulfil the requirement will not be exclusionary.

 Schedule 5: RFQ Questionnaire

Table 4

| **Ref** |  **REQUIREMENT** | **ESSENTIAL (E)** | **DESIRABLE (D)** | **RESPONSE** |
| --- | --- | --- | --- | --- |
|  **Solution Requirements**   |
| **Maintenance** |
|  |  |  |  |  |
|  | Please describe in brief your process on providing maintenance and repair of faulty equipment. | E |  |  |
|  | Contractors are required to provide temporary replacement with equal functionality in the event a component must be removed. Can you and are you willing to comply with this requirement? | E |  |  |
|  | Replacement parts/equipment/new products may be purchased from alternative providers. Can you and are you willing to comply with this arrangement.Please can you confirm how you would bring the new equipment onto the maintenance contract. | E |  |  |
|  | Please describe in brief your policy with regards to lost/damaged/DOA goods? | E |  |  |
|  | Please confirm you undertake annual service maintenance review and what is included in the review? | E |  |  |
|  | Please describe in brief any proactive maintenance support you are able to offer over and above the annual service checks. | E |  |  |
|  | We require the flexibility to add and remove rooms/buildings and equipment during the lifetime of the contract. Please can you confirm how you are going to comply with this requirement. | E |  |  |
|  | Please describe how you would deal with repairs which are covered by warranty. | E |  |  |
|  | Please describe how you would deal with repairs which are not covered by warranty. | E |  |  |
|  | Please provide details on the make/models of AV products you currently support.1. Please confirm that the equipment listed in Appendix Bcan be supported
 | E |  |  |
|  | Please provide details on your AV maintenance accreditations/certifications and standards. | E |  |  |
|  | Will you use subcontractors for this agreement? Please provide details on your sub-contractors i.e experience, accreditations/certifications and standards. | E |  |  |
|  | Is it a requirement that all service/delivery/installation engineers wear PPE (Personal Protective Equipment) and if so, can you confirm this would be provided by you, the contractor. |  | D |  |
| **Support** |
|  | What are your support options?Out of hoursNext day serviceSame day service | E |  |  |
|  | The contractor shall provide the SLA detailed in Appendix A. Can you comply with the University’s SLA matrix? | E |  |  |
|  | Please provide details of your customer support i.e. direct support over the phone, email support. | E |  |  |
|  | What support options are available for outside business hours? | E |  |  |
|  | Please state your rates: daily, hourly, call out charges, travel and subsistence rates and other specialist services. | E |  |  |
|  | Please detail your escalation process. | E |  |  |
|  | Please detail your escalation process to deal with outstanding issues? | E |  |  |
|  | Do you charge for site survey? Please detail your rates. |  | D |  |
|  | Please describe any automatic support processes you may have such as web portal etc. | E |  |  |
|  | Please confirm what compensation UoL will receive for failure to meet the levels set in the service level agreement. Please confirm whether these would be service credits or rebates/ discounts? | E |  |  |
|  | Please confirm your account management processes, including whether we would have a dedicated account manager, how often account review meeting would take place and how often SLA reports are produced. | E |  |  |
|  | Once a job is closed how that is communicated to the site contact? I.E the job will need to be signed off by the site contact to confirm the job is completed to their satisfaction. | E |  |  |
|  | Please confirm the physical location of your Service Desk and support staff. | E |  |  |
|

| **UoL Financial Policy** |
| --- |

 |
|  | The University of London has implemented a “No PO No Pay” policy. A valid purchase order number must be quoted on your invoice in order for it to be paid.Please can you confirm how you are going to comply with this requirement? | E |  |  |
|  | The University of London will only accept e-invoices. Please can you confirm how you are going to comply with this requirement. | E |  |  |
|  | The University of London preferred method of payment is by BACS transfer Please can you confirm how you are going to comply with this requirement. | E |  |  |
|  | All chargeable work must be approved by the UoL anda PO issued before any work can be undertaken. Please can you confirm how you are going to comply with this requirement. | E |  |  |
| **Professional Services** |  |  |  |
|  | Please provide details on your professional services e.g product consultation and type of consultation.  |  | D |  |
| **Additional Services** |
|  | Could you give details on your additional AV services e.g new equipment installation and programming. | E |  |  |
|  | Please provide details on your charges for assisting your customers with new technology and its use. Such as manuals, software and operation training etc.  | E |  |  |
|  | Please provide details on your training for new technologies. |  | D |  |
|  | Please give details on your process for providing quotations to us. | E |  |  |
|  | Please detail any added value services such as old equipment collection and recycling.  |  | D |  |
|  | Please detail any added value services such as try before you buy or loan services. |  | D |  |
|  | Tell us what other AV services, support and products you have that is applicable to our requirements. |  | D |  |
|  | Please detail in brief your experience of working in a listed building. | E |  |  |
| **Additional Questions** |
|  | **Client Management**, How many of your clients are Universities? | E |  |  |
|  | **Customer satisfaction**, please provide information on any customer satisfaction survey results  | E |  |  |
|  | Suppliers must provide details on how they will provide the services in a socially, economically and environmentally sustainable way. Please advise how you will deliver upon the key points of the [University’s Corporate Social Responsibility policy](http://www.london.ac.uk/5634.html?&no_cache=1&sword_list%5B%5D=responsibility)? | E |   |  |
|  | **Supply chain ethics**For the term of the contract the Supplier must ethically manage their employees, partners, supply chain, supplies and other resources to deliver a quality service to the University. Please advise your methodology for achieving this and how you maintain and monitor for the duration of the contract?Please include in your answer if you are a member of Electronics Watch or similar organisation which provides external validation to your supplier chain monitoring. | E |  |  |
|  | The University is very interested in any added value, benefits or innovation that the Supplier can provide to the University through the delivery of this contract. Suppliers are encouraged to submit their added value proposals for this contract. |  | D |  |
|  | Please confirm all staff and subcontractors working on our service would be paid at least the London living wage. | E |  |  |
|  | The University of London encourages all of their Suppliers to support an internship, work experience or apprenticeship programme that benefits University of London students. Please advise if you already have these programmes in place which the University can access or whether you would be willing to create them for University of London students. |  | D |  |
| **Solution Security**  |
|  | **Governance framework**Please explain how your security governance framework coordinates and directs your overall approach to the management of the service and information within it. Include any certification to recognised security standard (e.g. ISO27001/2, PCI-DSS) | E  |  |  |
|  | **Operational security**Please explain the processes and procedures in place to ensure the operational security of the service, including: configuration and change management, vulnerability management, protective monitoring and incident management. | E |  |  |
|  | **Personnel security**Please explain how you screen and manage personnel within any privileged roles, including how you ensure they understand their responsibilities and receive regular security training. | E |  |  |
|

| **Solution Data Protection** |
| --- |

 |
|  | Please detail how the solution safeguards personal data, specifically in relation to GDPR.Please include details on how your system supports Subject Access Requests, the Right to Deletion, ability to anonymise personal data and automation of retention policies. | E |  |  |
|  | Please detail your incident response process, covering how breach notifications are handled including how you meet the 72 hours time requirement. | E |  |  |

# Section F - Pricing Documents

It is anticipated that this project will be paid annually at renewal, a full three year up front is not acceptable to the University.

Please complete the following table :

|  |  |  |  |
| --- | --- | --- | --- |
| Project | Phase | Price ex-vat | Price inc-vat |
| Audio Visual Hardware Maintenance contract | Annual charge**[[1]](#footnote-1)** |  |  |
| Premium rooms**[[2]](#footnote-2)** |  |  |
| Out-of-hours service: Monday to Friday, 18:00 to 22:00 |  |  |
| Out-of-hours service: Saturday, 07:30 to 22:00 |  |  |
| Out-of-hours service as fixed rate hourly charges.  |  |  |

Please note UoL requires a 3 year contract, longer contract terms will not be considered.

# Section G – Supplier Information

# 1 Supplier details

| **INFORMATION REQUIRED** | **RESPONSE** |
| --- | --- |
| **Full name of your company** State whether your company is acting as a sole company or as part of a consortium. If acting as part of a consortium, state the names of the other companies involved in the consortium; how long your company has been working with these other companies; and the nature of the services that these companies are providing to the consortium. |  |
| **Registered office and address** |  |
| **Company or charity registration number** |  |
| **VAT registration number** |  |
| **Date of formation (and date of registration in relevant state, if different from each other)** |  |
| **Name & address of immediate parent company** |  |
| **Name & address of ultimate parent company** |  |
| **Type of organisation (e.g. Public Ltd, Sole Trader etc)** |  |
| **Indicate of the principal areas of business activity of your firm** |  |
| **How many persons does your organisation normally employ?** |  |
| **Contact Name for Enquiries related to your response** |  |
| **Contact’s company position** |  |
| **Contact’s email address** |  |
| **Contact’s landline telephone number** |  |
| **Contact’s mobile telephone number** |  |

# 2 Financial and legal information

Please state ‘Yes’ or ‘No’ to each question. It is mandatory in tis RFQ that the questions below are answered positively; if a supplier cannot answer ‘no’ to every question in this section the RFQ they will not be approved. Suppliers should contact the relevant staff member at the University if there are questions regarding the completion of this form.

**Has your organisation or any directors or partner or any other person who has powers of representation, decision or control been convicted of any of the following offences?**

|  |  |  |
| --- | --- | --- |
| **A** | Conspiracy within the meaning of section 1 of the [Criminal Law Act 1977](http://www.legislation.gov.uk/ukpga/1977/45) where that conspiracy relates to participation in a criminal organisation as defined in [Article 2(1) of Council Joint Action 98/733/JHA (as amended)](http://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A31998F0733) | [ ]  Yes [ ]  No |
| **B** | Corruption within the meaning of section 1 of the [Bribery Act 2010](http://www.legislation.gov.uk/ukpga/2010/23/contents) | [ ]  Yes [ ]  No |
| **C** | The offence of bribery, where the offence relates to active corruption | [ ]  Yes [ ]  No |
| **D** | Bribery within the meaning of section 1 or 6 of the [Bribery Act 2010](http://www.legislation.gov.uk/ukpga/2010/23/contents) | [ ]  Yes [ ]  No |
| **E** | The offence of cheating the Revenue | [ ]  Yes [ ]  No |
| **F** | The offence of conspiracy to defraud | [ ]  Yes [ ]  No |
| **G** | Fraud or theft within the meaning of the [Theft Act 1968](http://www.legislation.gov.uk/ukpga/1968/60/contents) and the [Theft Act 1978](http://www.legislation.gov.uk/ukpga/1978/31) | [ ]  Yes [ ]  No |
| **H** | Fraudulent trading within the meaning of section 458 of [the Companies Act 1985](http://www.legislation.gov.uk/ukpga/1985/6/contents) or section 993 of the [Companies Act 2006](http://www.legislation.gov.uk/ukpga/2006/46/contents) | [ ]  Yes [ ]  No |
| **I** | Fraudulent evasion within the meaning of section 170 of the [Customs and Excise Management Act 1979](http://www.legislation.gov.uk/ukpga/1979/2/section/139) or section 72 of the [Value Added Tax Act 1994](http://www.legislation.gov.uk/ukpga/1994/23/contents) | [ ]  Yes [ ]  No |
| **J** | Defrauding the Customs within the meaning of the [Customs and Excise Management Act 1979](http://www.legislation.gov.uk/ukpga/1979/2/contents) and the [Value Added Tax Act 1994](http://www.legislation.gov.uk/ukpga/1994/23/contents) | [ ]  Yes [ ]  No |
| **K** | Destroying, defacing or concealing of documents or procuring the extension of a valuable security within the meaning of section 20 of the [Theft Act 1968](http://www.legislation.gov.uk/ukpga/1968/60/contents) | [ ]  Yes [ ]  No |
| **L** | Fraud within the meaning of section 2, 3, 4 or 7 of the [Fraud Act 2006](http://www.legislation.gov.uk/ukpga/2006/35/contents) | [ ]  Yes [ ]  No |
| **M** | Money laundering within the meaning of section 340(11) of the [Proceeds of Crime Act 2002](http://www.legislation.gov.uk/ukpga/2002/29/contents) | [ ]  Yes [ ]  No |
| **N** | An offence in connection with the proceeds of criminal conduct within the meaning of section 93A, 93B or 93C of the [Criminal Justice Act 1988](http://www.legislation.gov.uk/ukpga/1988/33/contents) or article 45, 46 or 47 of the [Proceeds of Crime (Northern Ireland) Order 1996](http://www.legislation.gov.uk/nisr/2016/33/made) | [ ]  Yes [ ]  No |
| **O** | An offence in connection with the proceeds of drug trafficking within the meaning of section 49, 50 or 51 of the [Drug Trafficking Act 1994](http://www.legislation.gov.uk/ukpga/1994/37/part/I) | [ ]  Yes [ ]  No |
| **P** | Any offence that includes non-compliance with the [Immigration, Asylum and Nationality Act 2006](http://www.legislation.gov.uk/ukpga/2006/13/contents), ensuring that your staff are eligible to work in the UK | [ ]  Yes [ ]  No |
| **Q** | An offence under section 2 or section 4 of the [Modern Slavery Act 2015](http://www.legislation.gov.uk/ukpga/2015/30/contents/enacted) | [ ]  Yes [ ]  No |

In the following section, please state ‘Yes’ or ‘No’ to each question below. Suppliers may be excluded from consideration if any of the following apply, though the University may decide to allow suppliers to proceed further. If suppliers cannot answer ‘no’ to every question it is possible that the application might not be accepted. In the event that any of the following do apply, please set out (in a separate document) full details of the relevant incident and any remedial action that was taken. The information provided will be taken into account by the University in considering whether or not a supplier will be able to proceed any further in respect of this procurement exercise.

**Are any of the following true of your business or organisation?**

|  |  |  |
| --- | --- | --- |
| A | Being an individual, is bankrupt or has had a receiving order or administration order or bankruptcy restrictions order made against him or has made any composition or arrangement with or for the benefit of his creditors or has not made any conveyance or assignment for the benefit of his creditors or appears unable to pay or to have no reasonable prospect of being able to pay, a debt within the meaning of section 268 of the Insolvency Act 1986, or article 242 of the Insolvency (Northern Ireland) Order 1989, or in Scotland has granted a trust deed for creditors or become otherwise apparently insolvent, or is the subject of a petition presented for sequestration of his estate, or is the subject of any similar procedure under the law of any other state | [ ]  Yes [ ]  No |
| B | Being a partnership constituted under Scots law, has granted a trust deed or become otherwise apparently insolvent, or is the subject of a petition presented for sequestration of its estate | [ ]  Yes [ ]  No |
| C | Being a company or any other entity within the meaning of section 255 of the [Enterprise Act 2002](http://www.legislation.gov.uk/ukpga/2002/40/contents) has passed a resolution or is the subject of an order by the court for the company’s winding up otherwise than for the purpose of bona fide reconstruction or amalgamation, or had a receiver, manager or administrator on behalf of a creditor appointed in respect of the company’s business or any part thereof or is the subject of similar procedures under the law of any other state | [ ]  Yes [ ]  No |
| D | Has your organisation been convicted of a criminal offence relating to the conduct of your business or profession? | [ ]  Yes [ ]  No |
| E | Has your organisation committed an act of grave misconduct in the course of your business or profession? | [ ]  Yes [ ]  No |
| F | Has your organisation failed to fulfil obligations relating to the payment of social security contributions under the law of any part of the United Kingdom or of the relevant State in which you are established? | [ ]  Yes [ ]  No |
| G | Has your organisation failed to fulfil obligations relating to the payment of taxes under the law of any part of the United Kingdom or of the relevant State in which you are established? | [ ]  Yes [ ]  No |

# 3 Equality and diversity

| **INFORMATION REQUIRED** | **RESPONSE** |
| --- | --- |
| **Yes** | **No** |
| As an employer do you have an equal opportunities or diversity policy which describes your policies and practice not to treat one group of people less favourably than others in relation to decisions to recruit, train or promote employees because of their: |  |  |
| Pregnancy and Maternity |  |  |
| Marriage and Civil Partnership |  |  |
| Race |  |  |
| Sexual Orientation |  |  |
| Gender |  |  |
| Gender Re-assignment |  |  |
| Religion or Belief |  |  |
| Disability |  |  |
| Age |  |  |
| In the last three years has any finding of unlawful discrimination been made against your organisation by an employment or any other court? |  |  |
| In the last three years has your organisation been the subject of a formal investigation on grounds of alleged unlawful discrimination by, for example, Equality and Human Rights Commission (EHRC)? |  |  |
| If the answer to either of the last two questions above was yes, what actions were you required to take as a result of that finding or investigation?  |  |

|  |  |  |
| --- | --- | --- |
| **A** | Please self-certify that your organisation has an Equal Opportunities Policy statement that complies with current legislative requirements, and confirm this is available to employees, recognised trade unions or other representative groups; and in recruitment advertisements or other literature.   |   Yes    No |
| **B** | In the last three years, has any finding of unlawful discrimination been made against your organisation by an Employment Tribunal, an Employment Appeal Tribunal or any other court (or in comparable proceedings in any jurisdiction other than the UK)? |   Yes    No |
| **C** | In the last three years, has your organisation had a complaint upheld following an investigation by the Equality and Human Rights Commission or its predecessors (or a comparable body in any jurisdiction other than the UK), on grounds of alleged unlawful discrimination?  If you have answered “yes” to one or both of the questions in this module, please provide, as a separate Appendix, a summary of the nature of the investigation and an explanation of the outcome of the investigation to date.If the investigation upheld the complaint against your organisation, please explain what action (if any) you have taken to prevent unlawful discrimination from reoccurring. A separate appendix may be provided for this question |   Yes    No |
| **D** | If you use sub-Contractors, do you have processes in place to check whether any of the above circumstances apply to these other organisations? |   Yes    No |

# 4 Disclosure of Interest

Please state ‘Yes’ or ‘No’ to each question below. If you answered “yes” to any of the questions in A-C, please identify the pertinent individual(s) and their relationship to your company in the space E, below. If you answered “yes” to D below please provide information in the space E, below.

If suppliers cannot answer ‘no’ to every question the application may not be accepted. In the event that any of the following do apply, please provide full details in space E, including any remedial action that was taken. The information provided will be taken into account by the University in considering whether or not a supplier will be able to proceed any further in respect of this procurement exercise.

|  |  |  |
| --- | --- | --- |
| **A** | Does any member of the University of London Board of Trustees (a “Trustee”) serve as an officer or director of your company?  | [ ]  Yes [ ]  No |
| **B** | Does any immediate family member (spouse or dependent child) of a Trustee have an ownership interest in your company?  | [ ]  Yes [ ]  No |
| **C** | Does any University of London employee or their immediate family member serve as an officer, director, partner or sole proprietor of your company?  | [ ]  Yes [ ]  No |
| **D** | Are you aware of any other circumstances that could constitute a conflict of interest with the University? | [ ]  Yes [ ]  No |
| **E** | In the space below please provide information on the above questions, if required: |
|  |  |

Schedule 7: RFQ Pricing Assumptions

###  (Assumptions must only be included where these have not been able to be clarified during the clarification period)

|  |  |  |
| --- | --- | --- |
| **Pricing Assumption** | **Implications** | **Clarification attempt made (date of emailed query)** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

#

Schedule 8: Proposed Contract amendments

|  |  |  |
| --- | --- | --- |
| **Clause Number/Schedule ref** | **Proposed Amendment With Revised Wording** | **Cost Adjustment** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

Other than those provisions identified above, [Tenderer to insert name] confirms that it has reviewed the terms and conditions of the proposed Contract and is content with its provisions

# Section H – Terms and Conditions / Form of Contract

This procurement is to be against UoL’s terms and conditions:

 

# Appendix A

**Service Level Agreement**

1. Service Description

An audio visual hardware maintenance contract to repair and/or replace faulty equipment as well as to install new equipment across the University sites.

**2. Support Commitments**

* 1. **Support during Business Hours {amend as necessary to add out of hours}**

In order to maintain clear communication channels and receive effective support, UoL expects a defined support process, support team and contact details.

**{Insert Support contact details Inc. email address, phone number, portal URL etc}**

* 1. **Incident Management Service Level Agreement**

All incidents and requests logged with support are to be given a priority (P1 – P5) and the supplier will work to achieve the response and resolution times detailed in the table below.

“Response time” *is defined as the time it (the Service Provider i.e. the supplier) has to accept a “call” as genuine and requires investigation as an incident or to reject the call. Automated email responses are not included in the response time.*

“Resolution time” *is the time it takes from the initial placement of the call to when the “Incident” has been diagnosed, any underlying problem identified and it is resolved or a mutually agreed workaround is implemented.*

***For the avoidance of doubt, resolution time is when the service is back up and running, this would include the install of loan equipment. The ultimate replacement of faulty equipment i.e the replacement of loan equipment would be dealt with as a request***.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Priority**  | **Definition**  | **Response SLA**  | **Resolution SLA**  | **Response Performance**  |
| P1  | Showstopper, significant business or user impact  |  1 hour  |   Next business day |  95%  |
| Request  | Request – a non-service impacting requirement   | 1 business Day i.e. 8 hours  | 5 Business Days i.e. 40 hours  | 95%  |

1. **Change Management**

A request for change can be invoked as a result of an enhancement, service scope change, new service, preventative maintenance or corrective maintenance activity.  Requests for change can be raised by either the supplier or UoL and are to be logged as request for change calls with the Service Desk. Where UoL logs the request for change call, the Service Desk is to promptly acknowledge that the call is logged.

The supplier is to ensure all requests for change are logged, evaluated, priced, signed-off and monitored. The supplier is to maintain the change records which are to be made available to UoL on request (given reasonable notice).

All changes which involve additional charges, change to the scope or nature of the contract, that may impact service or user experience require sign off by UoL, prior to the implementation of the change.

1. **Escalation Procedure**

Escalations can be initiated be both the supplier and UoL where response or resolution times are not met, or unlikely to be met (proactive escalation).

Escalation will be based on the priority of the call as follows:

1. **P1:** standard resolution time = 4hrs, escalate to Level 1 contact after 4hrs and Level 2 contact after 1 working day
2. **P2:** standard resolution time = 4hrs, escalate to Level 1 contact after 8hrs  and Level 2 contact after 2 working days
3. **P3:** standard resolution time = 2 working days, escalate to Level 1 contact after 5 working days, and Level 2 contact after a further 5 working days
4. **P4:** standard resolution time = 4 Business Days, escalate to Level 1 contact after a further 6 working days and Level 2 contact after a further 6 working days

**Level 1 contact: {TO BE CONFIRMED BY SUPPLIER}**

**Level 2 contact: {TO BE CONFIRMED BY SUPPLIER}**

1. **Complaints procedure**

If UoL is not satisfied with the supplier response or any other aspect of the Services, then a complaint may be raised. Complaints are to be reported to the Service Desk where they will be logged and referred to a member of the supplier’s senior management team.

All complaints must be acknowledged as received within 4 working hours and a response issued within 2 working days. If the customer is still not satisfied with the supplier’s response then the issue will be referred to the Dispute Resolution as per the contract.

6**. Service Reporting**

**6.1 Monthly Reporting**

The supplier will provide UOL with one report per quarter (3 months). That report will include the following information for the previous three (3) months:

* **Management Summary**;
* **Service Summary** - a narrative summary of the service bringing out major changes, opportunities, achievements, areas for improvement and performance;
* **Service Levels and Targets** - a presentation of the major service levels showing volumes and performance against target including:
* **Incident Analysis** - summaries of incidents arising:
	+ Number of incidents
	+ Resolution within SLA
	+ Average incident resolution effort (hours)

**Customer Complaints** – details of any complaints received and the response, including number of escalations and analysis of the complaints.

1. **Service Metrics**

The following Key Performance Indicators (KPIs) are to be included in the monthly report.

|  |  |  |
| --- | --- | --- |
| **KPI**  | **Measurement**  | **Metric**  |
| Incident Resolution within SLA   | Percentage of Service Desks calls  resolved within SLA (by priority level)  | 95%  |

1. **Service credits**

Where the combined service outages for a calendar month mean the service metric KPI is not met, the supplier will provide UoL with service credits based on the following table:

|  |  |
| --- | --- |
| **Service Availability**  | **Amount of the refund as a percentage of monthly fee for affected Service**  |
| 95.0% to 96.89%   | 3% of monthly fee credited   |
| 90.0% to 94.99%   | 5% of monthly fee credited   |
| 85.0% to 89.99%   | 10% of monthly fee credited   |
| 80.0% to 84.9%   | 25% of monthly fee credited   |
| 79.9% or below   | 2.5% credited for every 1% of lost availability up to a maximum 100% credit, representing 60% availability, approximately 12 days unavailability.  |

# Appendix B

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Building** | **Floor**  | **Room No** | **Room description**  | **Make and Model** | **Serial Number** | **AV present in the room** |
| Senate House South | Level -1 | SE.LG.03 | UOL exclusive meeting rooms |   |   | TV, Creston Control Panel |
| Senate House South | Level -1 | SE.LG.06 | UOL exclusive meeting rooms |   |   | TV, Creston Control Panel |
| Senate House South | Level -1 | SE.LG.07 | UOL exclusive meeting rooms |   |   | TV, Creston Control Panel |
| Senate House South | Level -1 | SE.LG.01 | UOL exclusive meeting rooms |   |   | TV, Creston Control Panel |
| Senate House South | Level -1 | SE.LG.02 | UOL exclusive meeting rooms |   |   | TV, Creston Control Panel |
| Senate House South | Level -1 | SE.LG.04 | UOL exclusive meeting rooms |   |   | TV, Creston Control Panel |
| Senate House South | Level -1 | SE.LG.05 | UOL exclusive meeting rooms |   |   | TV, Creston Control Panel |
| Senate House South | Level -1 | SE.LG.08 | UOL exclusive meeting rooms |   |   | TV, Creston Control Panel |
| Senate House South | Level 0 | G16 | Conference |   |   | 42" mobile TV |
| Senate House South | Level 0 | G37 | Conference |   |   | 42" mobile TV |
| Senate House South | Level 0 | Beveridge Hall | Conference |   |   | Backlight projector and speakers, microphones |
| Senate House South | Level 0 | Crush Hall | Conference |   |   | Samsung 42" TV |
| Senate House South | Level 0 | G21 | Conference |   |   | Ceiling mounted projector, projector screen, Crestron system, PTZ camera, wall mounted speaker |
| Senate House South | Level 0 | G21a | Conference |   |   | Ceiling mounted projector, projector screen, Crestron system, PTZ camera, wall mounted speaker |
| Senate House South | Level 0 | G22 | Conference |   |   | Ceiling mounted projector, projector screen, Crestron system, PTZ camera, wall mounted speaker |
| Senate House South | Level 0 | G26 | Conference |   |   | Ceiling mounted projector, projector screen, Crestron system, PTZ camera, wall mounted speaker |
| Senate House South | Level 0 | G27 | Conference |   |   | Ceiling mounted projector, projector screen, Crestron system, PTZ camera, wall mounted speaker |
| Senate House South | Level 0 | G33/G34 | Conference |   |   | Ceiling mounted projector, projector screen, Crestron system, PTZ camera, wall mounted speaker |
| Senate House South | Level 0 | G35/36 | Conference |   |   | Ceiling mounted projector, projector screen, Crestron system, PTZ camera, wall mounted speaker |
| Senate House South | Level 0 | G02 | Conference |   |   | Sharp 42" TV |
| Senate House South | Level 0 | G03 | Conference |   |   | Sharp 42" TV |
| Senate House South | Level 0 | G04 | Conference |   |   | Sharp 42" TV |
| Senate House South | Level 0 | G05 | Conference |   |   | Sharp 42" TV |
| Senate House South | Level 0 | G06 | Conference | Sharp 42" TV |   | Sharp 42" TV |
| Senate House South | Level 0 | G07 | Conference | Samsung 86" TV |   | Samsung 86" TV, sound bar, front facing PTZ camera, Crestron control system |
| Senate House South | Level 0 | G11 | Conference | Samsung 86" TV |   | Samsung 86" TV, sound bar, front facing PTZ camera, Crestron control system |
| Senate House South | Level 1 | 126 | UOL exclusive meeting rooms |   |   | TV screen (wall mounted) |
| Senate House South | Level 1 | Chancellor's Hall | Conference |   |   | 42" mobile TV |
| Senate House South | Level 1 | Court Room | Conference |   |   | 42" mobile TV |
| Senate House South | Level 1 | Jessel Room | Conference |   |   | 42" mobile TV |
| Senate House South | Level 1 | Senate Room | Conference |   |   | 42" mobile TV |
| Senate House South | Level 3 | 349 | Conference |   |   | Old conference room AV |
| Senate House South | Level 4 | Durning Lawrence Room | UOL exclusive meeting rooms |   |   | 42" mobile TV |
| Senate House South | Level 2 | 243 | SAS |   |   | TV AV, Extron controller, data projector, amplifier driving programme sound |
| Senate House South | Level G | 246 | SAS |   |   | NEC LCD |
| Senate House South | Level G | 234 | SAS |   |   | NEC LCD |
| Student central  | The Venue | The Venue  | Concert Hall/Conference  | NEC P502HL projector, Epson ELPCD doc camera, Lapel mics, Hand held wireless mics, Crestron mpcm10 input controller, Extron presentation switcher |   | NEC projector, Epson ELPCD doc camera, Lapel mics, Hand held wireless mics, Crestron mpcm10 input controller, Extron presentation switcher |
| Student central  |   | Bloomsbury  |   | NEC M260X projector |   | NEC projector, wall mounted speakers |
| Student central  |   | 2a |   | Optoma projector |   | Optoma projector |
| Student central  |   | 2b |   | NEC M260X projector |   | NEC M260X, wall mounted speakers |
| Student central  |   | 2c |   | Casio X1V1 projector |   | Casio projector, wall mounted speakers |
| Student central  |   | 2e |   | Casio X1V1 projector |   | Casio projector, wall mounted speakers |
| Student central  |   | Malet suite  |   | Casio DLP projector, Lapel mic, handheld mics, NEC visualiser & signal repeaters, Crestron mpcm10 input controller |   | Casio projector, microphones, Lapel mic, handheld mics, NEC visualiser & signal repeaters, Crestron mpcm10 input controller |
| Student central  |   | 3a |   | NEC N271 projector |   | NEC projector, wall mounted speakers, screen |
| Student central  |   | 3b |   | Casio projector | a902cday63-452057 | Casio projector, screen, wall speakers |
| Student central  |   | 3c |   | NEC 11271 projector |   | NEC projector, wall speakers, amplifier, screen |
| Student central  |   | 3d |   | Panasonic lb303xga projector |   | Panasonic projector |
| Student central  |   | 3e |   | Epson EB-1940w projector, NEC TV, Phonic maxx 500 Amp |   | Epson projector, NEC TV wall mounted, projector screen, wall speakers, Eclipse sound receiver & wireless MIC, Phonic maxx 500 Amp |
| Student central  |   | Upper Hall |   | NEC 11402h projector |   | NEC projector, Document camera ELPDC 21, Wall mounted speakers, hand held wireless mic, Crestron MPC m10 input controller, Wall mounted speakers |
| IALS | L1 | L101 |   | Projector and speakers. Smart screen monitor. Extron control panel. Pull down screen |   | Projector and speakers. Smart screen monitor. Extron control panel. Pull down screen |
| IALS | L1 | L102 |   | As above |   | As above |
| IALS | L1 | L103 |   | As above but with an additional feature enabling us to extend the display to an auxiliary screen and share audio with room L104 when partition is open. |   | As above but with an additional feature enabling us to extend the display to an auxiliary screen and share audio with room L104 when partition is open. |
| IALS | L1 | L104 |   | As above |   | As above |
| IALS | L1 | Lecture Theatre |   | As L101 + DVD/Blu-ray player, lecture capture recording system, surround sound system, desktop and lapel microphones and electrically operated screen. |   | As L101 + DVD/Blu-ray player, lecture capture recording system, surround sound system, desktop and lapel microphones and electrically operated screen. |
| IALS | G | Conference room |   | As L101 |   | As L101 |
| IALS |   | Council Chamber |   | As Lecture Theatre but without surround sound |   | As Lecture Theatre but without surround sound |
| IALS | 5th floor | Computer Training Room |   | As L101 |   | As L101 |
| Senate House North | IHR | These equipment are over 12 rooms of various sizes | LG 65 Screen LG65SE3KB | 511MAHU0B353 | LG 65" Screen |
| Senate House North | IHR | 511MAXS0B346 | 511MAXS0B346 | LG 55" Screen |
| Senate House North | IHR | LG 55 Screen LG55LX341C | 602WRLPNL784 | LG 55" Screen |
| Senate House North | IHR | Extron 42-103-03 | A0W644K | Ceiling Speaker |
| Senate House North | IHR | LG 55LY330 | 403WRMH35627 | LG 55" Screen |
| Senate House North | IHR | Extron 42-103-03 | A0W65QQ | Ceiling Speaker |
| Senate House North | IHR | Extron 42-103-03 | A0W64XD | Ceiling Speaker |
| Senate House North | IHR | Extron 42-103-03 | A0W65AH | Ceiling Speaker |
| Senate House North | IHR | LG 55LY330 | 404WRQE1C740 | LG 55" Screen |
| Senate House North | IHR | SES SEI ? 2217-D | AA020592 | Electronic Projector Screen |
| Senate House North | IHR | EURO Control Box | AA020591 | Projector Screen control unit |
| Senate House North | IHR | AA020590 | EURO Control Box | Projector Screen control unit |
| Senate House North | IHR | Extron 60-1395-02 | A104HJL | 7" Touch Panel |
| Senate House North | IHR | Extron 60-1271-12 | A0YL60D | HDMI Cat5 Transmitter |
| Senate House North | IHR | CPC CS23543 | 2AYA3B5501032 | Netgear 8 Port network switch |
| Senate House North | IHR | Extron 60-1271-12 | A0YL5Y2 | HDMI Cat5 Transmitter |
| Senate House North | IHR | Extron 60-1271-12 | A0YL5XM | HDMI Cat5 Transmitter |
| Senate House North | IHR | Extron 60-1271-13 | A0YK6VE | HDMI Cat5 Receiver |
| Senate House North | IHR | Extron 60-1271-13 | A0YK6XN | HDMI Cat5 Receiver |
| Senate House North | IHR | Extron 60-1271-13 | A0YCMVW | HDMI Cat5 Receiver |
| Senate House North | IHR | 885xi Plus Speakers |   | Smart Board & Speakers |
| Senate House North | IHR | JBL CONTROL 5 SPEAKER (1X Pair) |   | Wall Mounted Speakers |
| Senate House North | IHR | NEC V652 | S3Z002606NB | NEC 65" Screen |
| Senate House North | IHR | NEC PA550W | 4140205FW | NEC Projector |
| Senate House North | IHR | NEC PA550W | 4140212FW | NEC Projector |
| Senate House North | IHR | LG 55LN549E | 403WRSV1H486 | LG 55" Screen |
| Senate House North | IHR | LG 55LN549E | 403WRZQ1H485 | LG 55" Screen |
| Senate House North | IHR | LG 47LN549C | 403WRBM1H669 | LG 47" Screen |
| Senate House North | IHR | LG 55LY330 | 403WRAJ35608 | LG 55" Screen |
| Warburg  | G | Lecture Room | Conference |   |   | Large ceiling mounted projector/Push-button system control panel on lectern/2 x loudspeakers/Video camera mounted on back wall |
| Warburg  | G | Class Room 1 | Conference |   |   | Ceiling mounted projector/drop down screen/Push-button system control panel on lectern/2 x loudspeakers/Video camera mounted on back wall  |
| Warburg  | G | Class Room 2 | Conference |   |   | Ceiling mounted projector/drop down screen/Push-button system control panel on wall and PC/ 2 x loudspeakers |
| Warburg  | 3 | Droz Library | Conference |   |   | Wall mounted monitor |
| Halls  | International Hall | International Hall |   | Sanyo |   | Sanyo PROxtrax Multiverse Projector |
| Halls  | International Hall | International Hall |   |   |   | Microphone |
| Halls  | Lilian Penson | TV Room |   | SAMSUNG UE65MU6120KXXU | 0B5A3SDK300738H | Samsung TV |
| Halls  | Lilian Penson | X-Box Room |   | SONY KDL – 50W656A | 6308726 | Sony TV |
| Halls  | Nutford House  | NH Main Building- TV Room |   | LG TV | 109MALF18320 | LG TV |
| Halls  | Nutford House  | Housekeeping Storage room |   | Sanyo Pro-X SVGA Multiverse Projector - PLC-SW36 | 65902396 | Projector |
| Halls  | Nutford House  | Housekeeping Storage room |   | ELEPHAS portable LED projector  |   | Projector |
| Halls  | Connaught Hall  | Bell Room |   | Blaupunkt |   | Blaupunkt TV |
| Halls  | Connaught Hall  | Bar |   | Panasonic TX-50A400B |   | Panasonic TV |
| Halls  | Bamforth |   |   | Blaupunkt |   | Blaupunkt TV |
| Halls  | Bamforth | Manager's Office |   | Optoma JD600X-LV W DLP  | Q8FF243AAAAAC0331  | Projector |
| Halls  | Bamforth | Manager's Office |   | Optoma HD67N DLP  | Q8GY212AAAAAC0349 | Projector |
| Halls  | Bamforth | Manager's Office |   | Optoma DLP  | FPQ4338AAAAAA0436 | Projector |
| Halls  | Torrington Room | Torrington Room |   | LG TV |   | TV |
| Halls  | Torrington Room | Torrington Room |   | Konig Electronics KN-MIC50 |   | Microphone |
| Halls  | College Hall  | Large TV Room |   | Samsung  |   | TV |
| Halls  | College Hall  | Small TV Room |   | Samsung |   | TV |
| Halls  | Founders Room Cupboard  | Founders Room Cupboard  |   | Vonyx Portable Sound System ST180MKII | Serial no 073017 | Vonyx Portable Sound System ST180MKII |
| Halls  | Founders Room Cupboard  | Founders Room Cupboard  |   | Trans Active 50 speaker  | 21A40606109900131 | Trans Active 50 speaker  |
| Halls  | Founders Room Cupboard  | Founders Room Cupboard  |   | Prosound PSP15 Version II Speakers 500w  |   | Prosound PSP15 Version II Speakers 500w  |
| Halls  | Founders Room Cupboard  | Founders Room Cupboard  |   | Prosound 800 professional power amplifier  |   | Prosound 800 professional power amplifier  |
| Halls  | Founders Room Cupboard  | Founders Room Cupboard  |   | Prosound 1600 professional power amplifier  |   | Prosound 1600 professional power amplifier  |
| Halls  | Founders Room Cupboard  | Founders Room Cupboard  |   | Prosound 500W 15inch loudspeaker  |   | Prosound 500W 15inch loudspeaker  |

1. Premium rooms are Chancellor’s Hall and Beveridge Hall. [↑](#footnote-ref-1)
2. Annual charge to include proactive maintenance, support Mon to Fri as per SLA, supply of loan and replacement equipment and engineer to site as required for support. [↑](#footnote-ref-2)