

**SCHEDULE 14**  
**LEGACY SERVICES**

**Introduction**

The Supplier shall provide the Legacy Services in this Schedule 14 from 1 December 2015 in accordance with and subject to paragraph 13.2 of the Order Form.

For the avoidance of doubt the Parties agree that the Supplier shall not be responsible for the agency management activities that the Customer's current helpdesk provider provides to the Customer in relation to the legacy contract.

The Supplier is reliant upon the Customer's current helpdesk provider fulfilling its agency management activities to enable the Supplier to fulfil its requirements under this Schedule 14. The Supplier shall not be held liable for failure to meet its requirements under this Schedule 14 if such failure is directly caused by the Customer's current helpdesk provider failing to meet its agency management activities.

<b>Annex 1</b>	<b>Description of Services for Legacy Services</b>
<b>Annex 2</b>	<b>Charges for Legacy Services</b>
<b>Annex 3</b>	<b>MFDs at the Customer Premises</b>
<b>Annex 4</b>	<b>Service Levels for Legacy Services</b>
<b>Annex 5</b>	<b>Security for Legacy Services</b>

## **ANNEX 1**

### **DESCRIPTION OF SERVICES FOR LEGACY SERVICES**

#### **1 DESCRIPTION OF SERVICES**

The Supplier shall deliver to the Customer the following services on the Legacy Services:

- The Legacy Services to provide copy, print, and scan capability
- Services to all End Users at in-scope Customer Premises – in accordance with this Annex 1.
- Legacy Services break fix and full incident management in accordance with the service levels at Annex 4.
- Consumables management – in accordance with this Annex 1.
- Service desk support – in accordance with this Annex 1.
- Monitoring of Legacy Services and automated requests via the Supplier's tools (e.g. consumables replenishment).
- Asset management – full asset list of Legacy Services. The current asset list is detailed in Annex 3.

#### **2 CONSUMABLES MANAGEMENT**

- 2.1 The Supplier shall manage, maintain the services at section 1 above and provide the consumables (excluding paper) for the Legacy Services. The Supplier shall ensure that at all times the Customer has sufficient consumables to operate the Legacy Services in accordance with the service levels in Annex 4.
- 2.2 The Supplier shall manage the ordering of consumables proactively for networked Services, which shall utilise the Supplier's tools.
- 2.3 The Supplier shall manage the ordering of consumable reactively for non-networked Services, which shall be via calls placed with the Supplier's helpdesk.
- 2.4 The Supplier shall deliver all consumables to Customer's 'Goods In' at the Customer Premises. All consumables shall be delivered with an asset tag number affixed. The Customer shall sign a delivery note as evidence of receipt of the consumables and the service level measurement for the consumables supplied shall end when the consumable has been delivered.
- 2.5 The Customer shall ensure all consumables are installed into the Legacy Services once received and as and when appropriate.

### **3 BREAK/ FIX SERVICE**

- 3.1 The Supplier shall provide the break/ fix service between the hours of 08:30 - 17:00 (Monday to Friday) excluding Bank holidays in England and Wales ("Legacy Services Working Hours" and "Legacy Services Working Days" shall be construed accordingly), in accordance with the service levels set out in Annex 4..
- 3.2 If an engineer call out is required by the Customer the call will be closed off by the Supplier's help desk e-mailing the Customer's current help desk provider (at Commencement Date of this Schedule 14, this is CGI) , in accordance with the service levels detailed in Annex 4.

### **4 CUSTOMER PREMISES ASSET MANAGEMENT AND MOVE, ADD, CHANGE, DELETE (MACD)**

- 4.1 The Supplier shall provide labels for all Legacy Services with Supplier asset tags which shall be placed on the Legacy Services by Customer End Users.
- 4.2 The Supplier is responsible for the management and update of the Legacy Services asset register. This asset register shall be validated electronically via the Supplier's tools, once they are operational and any Legacy Services gaps highlighted and the asset tagging process shall be revisited.
- 4.3 All requests for changes to Legacy Services through the move, add, change, and delete lifecycle (MACD) shall be automatically tracked and managed in a centralised database by the Supplier.
- 4.4 A MACD that is not part of the agreed services shall require a Variation Form completing and is chargeable at the charge as detailed in Annex 2, Table 2 Charges for MACD Legacy Services for less than 10 Legacy Services, and requires a minimum of 10 Legacy Services Working Days' notice to fulfil. For more than 10 Legacy Services, this shall be viewed as a Project and requires a minimum of 30 Legacy Services Working Days' notice or as otherwise agreed and shall be quoted for by the subcontractor as a one off project and is subject to the Variation Procedure in clause 40.
- 4.5 The Supplier shall dispose of the Legacy Services in accordance with Annex 5 where required subject to local environmental disposal laws and WEEE (waste electrical and electronic equipment) requirements within 90 days.

### **5 SERVICE DESK**

- 5.1 Helpdesk hours for the Supplier and Customer for Legacy Services as a minimum shall cover 08:30am to 17:00 pm, Mon - Fri, excluding Bank holidays in England and Wales.
- 5.2 The Supplier shall provide helpdesk contact availability via email, phone, and the web portal.

- 5.3 The Supplier shall provide service request and incident management functionality including Customer complaints & compliments.
- 5.4 From the commencement of this Schedule 14, the Customer shall be responsible for logging of all level 1 End User incidents and transfer of approved Level 2 incidents to the Supplier. Incidents need to be logged in accordance with the following minimum data requirements:
- Asset tag number (required)
  - Customer Premises End User name (required)
  - Customer Premises End User contact number (required)
  - Incident statement (required)
  - Customer Premises user email address
  - Legacy Services location
  - Internal reference number (if applicable)
  - Meter reads via the Customer (Note: Meter reads shall also be undertaken by the Supplier's engineers on attending site as part of proactive and reactive maintenance visits)
- 5.5 The Supplier shall receive and log all Customer level 2 incidents and fulfil and close off via the appropriate incident procedure. The Supplier is responsible for the tracking and escalation of all level 2 incidents and their closure and provision of incident and closure details to the Customer help desk.
- 5.6 If after call diagnosis, the incident can be resolved without a site visit from an engineer, the onsite End User contact may be contacted in order to support the resolution of incidents (e.g. Legacy Services reset via power off and on).
- 5.7 Problem management shall perform a review of incident closure details in order to understand trends and to propose fixes for the root cause of incidents and/or opportunities to reduce repeat incidents.
- 5.8 The Customer acknowledges the Supplier's helpdesk will be located in Dublin, Ireland.

## **6 MANAGEMENT REPORTING & RELATIONSHIP MANAGEMENT**

- 6.1 Within five (5) Working Days (or such other period as the Parties may agree in writing) of the end of each Service Measurement Period, the Supplier shall provide a Performance Monitoring Report to the Agency Manager. Each Performance Monitoring Report shall be reviewed at the next Services Board meeting that immediately follows the date of its issue. As a minimum the Supplier shall provide a monthly Performance Monitoring Report detailing the following:
- Executive summary of the month's performance/ volume, listing the previous 12 months data to show trend.

**Ref: RM1599 - The provision of Multifunctional Devices and Services, Managed Print Services and Print Audit Services**

- List of Legacy Services and serial numbers and monthly page volume data by Customer Premises.
- Number of service calls made by Customer due to Legacy Services faults, and swap outs during the month by Legacy Services.
- Performance against the service levels.

6.2 The Supplier shall attend monthly review meetings with the Customer reporting at a minimum on the following:

- Service performance.
- Utilization of the Legacy Services.
- Full details of any failure to meet the service levels with a detailed resolution action plan.
- Key performance indicators & resolution times per Legacy Services
- Asset numbers per Legacy Services type, per location.

The reviews shall be carried out for all elements of the service on a monthly basis by both Parties at a meeting chaired by the Customer.

6.3 Monthly service review meetings to be held in the Customer Premises in London. An agenda will be agreed between the Parties and issued by the Customer three (3) Legacy Services Working Days in advance of the meeting. Additional meetings will be held as reasonably required.

## **7 SUPPLIER SERVICE DELIVERY MANAGER FOR SERVICE PROCESS**

7.1 The Supplier's Service Delivery Manager shall work with the Customer to ensure the relationship is maintained in accordance with the Customer's requirements.

7.2 The Supplier's Service Delivery Manager shall own the services, contract management, and any additional service requirements.

7.3 The Supplier's Service Delivery Manager shall attend monthly review meetings with the Customer and their representatives as per section 7.2 above.

7.4 The Supplier's Service Delivery Manager shall be responsible for the following:

- the single point of contact for escalations and resolution of issues
- Management and monitoring against service levels performance
- Coordination and provision of relevant management information

## ANNEX 2

### CHARGES FOR LEGACY SERVICES

#### 1.0 Basis of Charges

The charges will be based upon the price per impression as detailed in section 1.1 below. All charges within this Schedule 14 are exclusive of VAT and are expressed in pounds Sterling.

#### 1.1 Charge per Impression

The charges will be charged per impression monthly in arrears in accordance with the Table 1 below. It is assumed that the Legacy Services will be connected to the local area network by the Customer's help desk.

**Table 1 – charge per impression**

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

Mono charge per impression	Colour charge per impression

#### 1.2 Invoicing and Billing

The Supplier shall raise a monthly invoice in arrears. The Customer shall pay the Supplier's invoices in accordance with the payment terms in paragraph 12.1 of Schedule 11.

A finance report (format and content to be agreed during Transition) to be delivered within 5 Working Days of the month's end.

### 2. Impression Volume

The Supplier shall calculate the number of impressions made by the Customer as follows:

- (i) Where the Customer has Legacy Services that are networked and automated meter readings can be obtained via the Xerox tools, the Supplier will bill based on the exact monthly volume of impressions. The first bill for the Legacy Services that is networked will be based on the actual meter reads taken on the final bill provided under the current contract on Thursday 26<sup>th</sup> November 2015.
- (ii) Where the Legacy Services have not been networked and a manual meter reading has not been obtained, the Supplier will bill based on an estimated number of impressions made, based on historical usage information, where available. The Customer's current helpdesk provider will continue to chase

the missing meter reads on a monthly basis and provide the data to the Supplier to allow actual billing, and when the Legacy Services are removed an actual final meter read will be taken and be billed accordingly. The first bill for the Legacy Services that is not networked will be based on the actual meter reads taken on the final bill provided under the current contract on Thursday 26<sup>th</sup> November 2015 or if not read was recorded based on previous bills when the last actual read was provided.

**3. Charge for Moves, Adds, Changes and Deletions (MACD) Legacy Services**

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

**Table 2 Charges for MACD Legacy Services**

Legacy Services model	MACD Charges

### ANNEX 3

#### MFDS AT THE CUSTOMER PREMISES

The Supplier shall provide the services in accordance with Annex 1 for the MFDs in the embedded excel document.

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



## ANNEX 4

### SERVICE LEVELS FOR LEGACY SERVICES

#### 1. Service Level

1.1. The Supplier shall report actual performance of the services compared to the service level targets within this Annex on a monthly basis on or before Legacy Services Working Day 5 for the preceding monthly period within the management information report. The reasons for any targets not being achieved shall be analysed within the report and a corrective action plan shall be submitted by the Supplier at the next monthly review meeting. The following definitions apply to the service levels:

- **“Call-out response”**: means that a Supplier representative has responded to an incident notified by a ticket raised on the relevant Legacy Services.
- **“Legacy Services Availability”**: means the amount of time during Legacy Services Working Hours that Legacy Services are available for their Primary Functionality as detailed below.
- **“Fix”**: means that the relevant Legacy Services has been restored to provide its Primary Functionality.
- **“Primary Functionality”**: means the availability of copying, printing, scan to email, plus any other feature critical to the performance of the product (i.e. finisher if fitted).
- **“Legacy Services Working Hours”**: means the hours between 08:30 - 17:00 Monday to Friday (excluding Bank holidays in England and Wales).

Break/fix times commence at the time when an incident is reported to the Supplier's helpdesk by the Customer's helpdesk and finish at the time when the Legacy Services has been fixed and confirmation of the fix is logged in the Supplier's helpdesk.

Incident response times commence at the time when an incident is reported to the Supplier's helpdesk by the Customer's helpdesk and finish at the time when a response is provided to the incident and is logged in the Supplier's helpdesk.

Service levels relating to availability shall be calculated on the basis of the average availability of all Legacy Services during Legacy Services Working Hours in a calendar month.

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

**ANNEX 5**

**SECURITY FOR LEGACY SERVICES**

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