

OFFICIAL - COMMERCIAL

AGREEMENT RELATING TO THE SERVICE AND MAINTENANCE OF FIXED AND MOBILE RN DETECTION
EQUIPMENT

Agreement

**relating to the service and maintenance of fixed and mobile RN
detection equipment**

Schedule 2.1 (Services Description)

AGREEMENT RELATING TO THE SERVICE AND MAINTENANCE OF FIXED AND MOBILE RN DETECTION
EQUIPMENT

SCHEDULE 2.1
SERVICES DESCRIPTION

1. INTRODUCTION

1.1 The Supplier's Solution as defined in Schedule 4.1 (Supplier Solution) must deliver the requirements outlined in this Schedule 2.1 (Services Description), comprising:

- 1.1.1 **Planned Maintenance Services** are set out in Annex 1;
- 1.1.2 **Calibration Services** are set out in Annex 2;
- 1.1.3 **Spares and Consumables** are set out in Annex 3
- 1.1.4 **Detector and Local IT Management** are set out in Annex 4;
- 1.1.5 **Service Management** are set out in Annex 5;
- 1.1.6 **ICT Management** are set out in Annex 6;
- 1.1.7 **Additional Service Provision** are set out in Annex 7;
- 1.1.8 **Planned Maintenance** is set out in Annex 8;
- 1.1.9 **Calibration Services** are set out in Annex 9; and
- 1.1.10 **Calibration Standards and Acceptance Criteria** are set out in Annex 10 (separate document).

AGREEMENT RELATING TO THE SERVICE AND MAINTENANCE OF FIXED AND MOBILE RN DETECTION
EQUIPMENT

1.2

ANNEX 1 - PLANNED MAINTENANCE SERVICES

Ref	Requirement	Compliance Statement
RNMC PM1	<p>The Supplier must perform Planned Maintenance of Fixed RN Detectors and Local IT Infrastructure at the Sites in accordance with:</p> <ul style="list-style-type: none"> (a) the Policies and Processes of HODDaT within a SIAM service tower model as at the Effective Date; (b) Annex 8 (Planned Maintenance) of this Schedule 2.1; and (c) as further agreed upon from time to time with mutual agreement between the Supplier and the Authority. 	Not applicable
RNMC PM2	<p>The Supplier must provide all the necessary supporting equipment such as, but not limited to, cleaning equipment, laptops/computing equipment, ladders and lifting apparatus, required to carry out Planned Maintenance of Fixed RN Portals and Local IT Infrastructure at the Sites, which shall be operated in accordance with specified / Good Industry Practice operating procedures, instructions and guidelines.</p>	Not applicable
RNMC PM3	<p>The Supplier must perform Planned Maintenance of Mobile RN Detectors at a location approved by the Authority and shall do so in accordance with:</p> <ul style="list-style-type: none"> (a) the Policies and Processes of HODDaT within a SIAM service tower model; (b) Annex 8 (Planned Maintenance) of this Schedule 2.1; and (c) as further agreed upon from time to time with mutual agreement between the Supplier and the Authority. 	Not applicable
RNMC PM4	<p>The Supplier must provide all the necessary supporting equipment to carry out Planned Maintenance of Mobile RN Detectors and Local IT Infrastructure, which shall be operated in accordance with specified / Good Industry Practice operating procedures, instructions and guidelines.</p>	Not applicable

AGREEMENT RELATING TO THE SERVICE AND MAINTENANCE OF FIXED AND MOBILE RN DETECTION
EQUIPMENT

RNMC PM5	<p>The Supplier must perform Planned Maintenance of Mobile RN Detectors at the Sites or at a location of their choosing where relevant and approved by the Authority and shall do so in accordance with:</p> <ul style="list-style-type: none"> (a) the Policies and Processes of HODDaT within a SIAM service tower model; (b) Annex 8 (Planned Maintenance) of this Schedule 2.1; and (c) as further agreed upon from time to time with mutual agreement between the Supplier and the Authority. <p>Please Note: Maintenance and all other contract activities will only be carried out by individuals with SC Clearance from the Authority.</p>	Not applicable
RNMC PM6	<p>The Supplier must provide all the necessary supporting equipment and / or facilities to carry out Planned Maintenance of RIDs and Local IT Infrastructure, which shall be operated in accordance with specified / Good Industry Practice operating procedures, instructions and guidelines.</p>	Not applicable

ANNEX 2 – CALIBRATION SERVICES

Ref	Requirement	Compliance Statement
RNMC C1	<p>The Supplier must perform Calibration of Fixed RN Detectors at the Sites as set out in:</p> <ul style="list-style-type: none"> (a) Annex 9 (Calibration Services) of this Schedule 2.1; (b) Schedule 6.2 (Testing Procedures); (c) as further agreed as out in Schedule 6.1 (Implementation Plan); and (d) as further agreed upon from time to time with mutual agreement between the Supplier and the Authority. 	Not applicable
RNMC C2	<p>The Supplier must provide all the necessary supporting equipment such as, but not limited to, vehicles and /or sources, required to carry out Calibration of Fixed RN Portals at the Sites, which shall be operated in accordance with specified / Good Industry Practice operating procedures, instructions, regulations, statutes, and guidelines.</p>	Not applicable

AGREEMENT RELATING TO THE SERVICE AND MAINTENANCE OF FIXED AND MOBILE RN DETECTION
EQUIPMENT

RNMC C3	The Supplier must perform Calibration of Mobile RN Detectors at a location approved by the Authority, as set out in: (a) Annex 9 (Calibration Services) of this Schedule 2.1; (b) Schedule 6.2 (Testing Procedures); (c) as further agreed as out in Schedule 6.1 (Implementation Plan); and (d) as further agreed upon from time to time with mutual agreement between the Supplier and the Authority.	Not applicable
RNMC C4	The Supplier must provide all the necessary supporting equipment and /or vehicles and /or sources and / or premises, required to carry out Calibration of Mobile RN Detectors, which shall be operated in accordance with specified / Good Industry Practice operating procedures, instructions, regulations, statutes, and guidelines.	Not applicable
RNMC C5	The Supplier must perform Calibration of Radioactive Isotope Identification Devices at a location approved by the Authority , as set out in: (a) Annex 9 (Calibration Services) of this Schedule 2.1; (b) Schedule 6.2 (Testing Procedures); (c) as further agreed as out in Schedule 6.1 (Implementation Plan); and (d) as further agreed upon from time to time with mutual agreement between the Supplier and the Authority.	Not applicable
RNMC C6	The Supplier must provide all the necessary supporting equipment and /or vehicles and /or sources and / or premises, required to carry out Calibration of Radioactive Isotope Identification Devices, which shall be operated in accordance with specified / Good Industry Practice operating procedures, instructions, regulations, statutes, and guidelines.	Not applicable
RNMC C7	When requested to by the Authority the supplier must provide additional Calibration of Fixed RN Detectors, Mobile RN Detectors and Radioactive Isotope Identification Devices as set out in: (a) Annex 9 (Calibration Services) of this Schedule 2.1; (b) Schedule 6.2 (Testing Procedures); and (c) as further agreed upon from time to time with mutual agreement between the Supplier and the Authority.	Not applicable

AGREEMENT RELATING TO THE SERVICE AND MAINTENANCE OF FIXED AND MOBILE RN DETECTION
EQUIPMENT

ANNEX 3 – SPARES AND CONSUMABLES

Ref	Requirement	Compliance Statement
RNMC SC1	The Supplier must procure (at the request of the authority in accordance paragraph 5.3 of Part A to schedule 7.1 (Contract Charges) of this Agreement), store, maintain and install (where applicable) all spare parts required to deliver the Services (“ Spares ”).	Not applicable
RNMC SC2	Spare parts provided by the Supplier must be of a sufficient quality to meet requirements, the specification and not detrimentally impact the cost and / or effectiveness of Services or performance in accordance with Schedule 2.2 (Performance).	Not applicable
RNMC SC3	The Supplier must operate a Spares Pool and Repair Loop where to the extent possible while meeting the requirements, and not detrimentally impacting performance in accordance with Schedule 2.2 (Performance) and ensuring the maximum possible cost efficiency. Defective RN Detectors; Local IT Infrastructure; and / or parts thereof shall be repaired and placed into a Spares Pool for re-use in the provision of the Services.	Not applicable
RNMC SC4	The Supplier must provide all consumables required for the delivery of the Services and that these consumables must be of a sufficient quality to meet the Manufacturer’s Specification and not detrimentally impact the cost and / or effectiveness of the Services.	Not applicable

AGREEMENT RELATING TO THE SERVICE AND MAINTENANCE OF FIXED AND MOBILE RN DETECTION
EQUIPMENT

ANNEX 4 – DETECTOR AND LOCAL IT MANAGEMENT

Ref	Requirement	Compliance Statement
RNMC DM1	Subject to Clause 52.9 and the HODDaT Request for Change Process, the Supplier must re-configure RN Detectors and Local IT Infrastructure as and when instructed by the Authority, such re-configurations may include, but are not limited to: (a) alignment of CCTV; (b) PC and peripheral configuration; and (c) adjustment of occupancy sensors.	Not applicable
RNMC DM2	The Supplier must commission and / or de-commission RN Detectors and Local IT Infrastructure including but not limited to: (a) ICT racking disassembly; (b) ICT rack re-assembly; (c) RN Detector disassembly; (d) RN Detector parts packing; and, (e) RN Detector re-assembly.	Not applicable
RNMC DM3	The Supplier must securely transport RN Detectors and Local IT Infrastructure within and / or between Ports including but not limited to: (a) loading and unloading of RN Portals; Local IT Infrastructure and / or parts thereof; (b) provision of appropriate tools; (c) provision of appropriate vehicles; and, (d) provision of appropriately trained and / or licensed staff.	Not applicable
RNMC DM4	On written request by the Authority the Supplier must securely store RN Detectors and Local IT Infrastructure and / or parts thereof.	Not applicable
RNMC DM5	Upon written request by the Authority the Supplier must securely dispose of Authority RN Detectors; Local IT Infrastructure; and / or parts thereof in accordance with prevailing legislation and regulations including but not limited to health and safety and environmental legislation.	Not applicable

AGREEMENT RELATING TO THE SERVICE AND MAINTENANCE OF FIXED AND MOBILE RN DETECTION
EQUIPMENT

ANNEX 5 – SERVICE MANAGEMENT

Ref	Requirement	Compliance Statement
RNMC SM1	The Supplier must perform Service Management during Service Hours in accordance with: (a) the Policies and Processes of HODDaT within a SIAM service tower model; (b) ISO 27001:2013; at least to the extent required to maintain the Normal Operation of the RN Detection and Screening; and (c) as further agreed upon from time to time with mutual agreement between the Supplier and the Authority.	Not applicable
RNMC SM2	The Supplier must perform Incident Management in accordance with: (a) the Policies and Processes of HODDaT within a SIAM service tower model, including but not limited to the: (i) HO Service Integration Model; and (ii) Incident Management Operating Model; and (b) as further agreed upon from time to time with mutual agreement between the Supplier and the Authority.	Not applicable
RNMC SM3	The Supplier must perform Major Incident management in accordance with: (a) the Policies and Processes of HODDaT within a SIAM service tower model, including but not limited to the: (i) HO Service Integration Model; and (ii) Incident Management Operating Model; and (b) and as further agreed upon from time to time with mutual agreement between the Supplier and the Authority.	Not applicable
RNMC SM4	The supplier must provide second/third line resolution and fulfilment activity to all assigned records within the ITSM Toolset.	Not applicable
RNMC SM4 Note	The status of HODDaT Second/Third Level Support implementation is as follows: - the project to implement a Cyber Security Operations Centre is underway and a defined operating model is being implemented in ServiceNow in 2018. - the project to implement an ITOC (Information Technology Operations Centre) (event monitoring and management) is underway and the target to have defined policies and procedures in place is end 2018. - other second/third line support is technology and / or facility	

AGREEMENT RELATING TO THE SERVICE AND MAINTENANCE OF FIXED AND MOBILE RN DETECTION
EQUIPMENT

	specific. For example, the services provided by the HO data centre are in place and documentation outlining policies and procedures is nearing completion. These can be consumed as a service with appropriate 2nd/3rd line support in place.	
RNMC SM6	The Supplier must treat any Incident that in its expert opinion may be the cause of a Security Risk or a Security Incident and must perform in accordance with Security Incident Management in accordance with the Policies and Processes of HODDaT within a SIAM service tower model	Not applicable
RNMC SM7	The Supplier must perform Problem Management in accordance with: (a) the Policies and Processes of HODDaT within a SIAM service tower model, including but not limited to: (i) HO Service Integration Model; and (ii) Problem Management Operating Model; and (b) as further agreed upon from time to time with mutual agreement between the Supplier and the Authority. Problem Management must be both proactive and reactive and must seek to identify root causes.	Not applicable
RNMC SM8	The Supplier must perform Event Management in accordance with: (a) principles of ITIL within a SIAM service tower model; and (b) as further agreed upon from time to time with mutual agreement between the Supplier and the Authority.	Not applicable
RNMC SM9	The Supplier must perform Request Management in accordance with: (a) the Policies and Processes of HODDaT within a SIAM service tower model, including but not limited to: (i) HO Service Integration Model; and (ii) Request Fulfilment Operating Model; and (b) as further agreed upon from time to time with mutual agreement between the Supplier and the Authority.	Not applicable
RNMC SM10	To the extent that the Supplier controls User Access it must add, change and / or remove access for Users under the written instruction of the Authority in accordance with the Service Descriptions.	Not applicable

AGREEMENT RELATING TO THE SERVICE AND MAINTENANCE OF FIXED AND MOBILE RN DETECTION
EQUIPMENT

RNMC SM11	<p>the Supplier must perform Access Management of:</p> <ul style="list-style-type: none"> (a) RN Detection ICT; (b) Staff; (c) Vehicles; (d) Equipment; (e) Spares; and, (f) RN Sources. 	Not applicable
RNMC SM12	<p>Access Management must include, but is not limited to meeting and maintaining location specific access requirements including Port access requirements, including but not limited to:</p> <p>meeting</p> <ul style="list-style-type: none"> (a) Port Authority specific health and safety requirements; (b) holding suitable personal identification; (c) gaining, holding and maintaining vehicle certification; (d) gaining, holding and maintaining certifications or other permissions necessary for the use of any and all equipment necessary to perform the Service(s); and (e) maintaining regular physical presence sufficient, where required, to maintain Port access credentials. 	Not applicable
RNMC SM12 Note	<p>Subject always to the provisions of the Schedule 2.4 (Security Management), Access Management must include but is not limited to, holding and maintaining:</p> <ul style="list-style-type: none"> (a) passwords; (b) physical passes; (c) keys; and (d) lock / door combinations. 	
RNMC SM13	<p>The Supplier must perform Operations Management in accordance with:</p> <ul style="list-style-type: none"> (a) the Policies and Processes of HODDaT within a SIAM service tower model; and (b) as further agreed upon from time to time with mutual agreement between the Supplier and the Authority. 	Not applicable
RNMC SM14	<p>The Supplier must perform Knowledge Management in accordance with:</p> <ul style="list-style-type: none"> (a) the Policies and Processes of HODDaT within a SIAM service tower model, including but not limited to the: <ul style="list-style-type: none"> (i) HO Service Integration Model; and 	Not applicable

AGREEMENT RELATING TO THE SERVICE AND MAINTENANCE OF FIXED AND MOBILE RN DETECTION
EQUIPMENT

	(ii) Knowledge Management Operating Model; and (b) as further agreed upon from time to time with mutual agreement between the Supplier and the Authority.	
RNMC SM15	The Supplier must perform Change Management: (a) in accordance with the Policies and Processes of HODDaT within a SIAM service tower model, including but not limited to the: (i) HO Service Integration Model; and (ii) Change Management Operating Model; (b) in accordance with Clause 52 (Variation); and (c) as further agreed upon from time to time with mutual agreement between the Supplier and the Authority.	Not applicable
RNMC SM16	Where the Resolution of an Incident or Problem allocated to the Supplier requires a Variation, the supplier must raise that Variation in accordance with the process set out in Clause 52 (Variation) as soon as practicable.	Not applicable
RNMC SM17	The Supplier must perform Service Asset and Configuration Management: (a) in accordance with the Policies and Processes of HODDaT within a SIAM service tower model, including but not limited to the: (i) HO Service Integration Model; and (ii) Service Asset and Config Operating Model; and (b) as further agreed upon from time to time with mutual agreement between the Supplier and the Authority, including but not limited to: (i) Configuration Management; (ii) establishing a Configuration Baseline and Configuration Management Database; (iii) Software Asset Management; (iv) Hardware Asset Management; (v) Spares Management; and (vi) document management including but not limited to manuals, processes, procedures and policies.	Not applicable

AGREEMENT RELATING TO THE SERVICE AND MAINTENANCE OF FIXED AND MOBILE RN DETECTION
EQUIPMENT

RNMC SM18	To the extent practicable, the Supplier must label physical Assets using a numbering convention to be set out by the Authority and as further agreed upon from time to time with mutual agreement between the Supplier and the Authority.	Not applicable
RNMC SM19	The Supplier must perform Release and Deployment Management: (a) in accordance with the Policies and Processes of HODDaT and within a SIAM service tower model, including but not limited to the: (i) HO Service Integration Model; and (ii) Release Assurance Operating Model; and (b) as further agreed upon from time to time with mutual agreement between the Supplier and the Authority.	Not applicable
RNMC SM20	The Supplier must perform Transition Planning and Support: (a) in accordance with the principles of ITIL within a SIAM service tower model; and (b) as further agreed upon from time to time with mutual agreement between the Supplier and the Authority.	Not applicable
RNMC SM21	The Supplier must perform Service Validation and Testing: (a) in accordance with the principles of ITIL within a SIAM service tower model; (b) in the context of the provisions of Schedule 6.2 Testing; and (c) as further agreed upon from time to time with mutual agreement between the Supplier and the Authority.	Not applicable
RNMC SM22	The Supplier must perform Change Evaluation: (a) in accordance with principles of ITIL within a SIAM service tower model; (b) in accordance with the Variation Procedure; and (c) as further agreed upon from time to time with mutual agreement between the Supplier and the Authority.	Not applicable
RNMC SM23	The Supplier must perform Service Catalogue Management: (a) in accordance with the principles of ITIL within a SIAM service tower model; and (b) as further agreed upon from time to time with mutual agreement between the Supplier and the Authority.	Not applicable

AGREEMENT RELATING TO THE SERVICE AND MAINTENANCE OF FIXED AND MOBILE RN DETECTION
EQUIPMENT

RNMC SM24	<p>The Supplier must perform Service Level Management:</p> <ul style="list-style-type: none"> (a) in accordance with the principles of ITIL within a SIAM service tower model; (b) in accordance Schedule 2.2 (Performance); and (c) as further agreed upon from time to time with mutual agreement between the Supplier and the Authority. 	Not applicable
RNMC SM25	<p>The Supplier must perform Service Capacity Management:</p> <ul style="list-style-type: none"> (a) in accordance with the principles of ITIL within a SIAM service tower model; (b) assuming that the data storage requirements of the Local ICT Infrastructure increase 30 (thirty) per cent year-on-year for at least the first 5 (five) years of the Term unless the Parties agree otherwise; and (c) as further agreed upon from time to time with mutual agreement between the Supplier and the Authority. 	Not applicable
RNMC SM26	<p>The Supplier must perform Availability Management:</p> <ul style="list-style-type: none"> (a) in accordance with the principles of ITIL within a SIAM service tower model; and (b) as further agreed upon from time to time with mutual agreement between the Supplier and the Authority. 	Not applicable
RNMC SM27	Any scheduled Planned Unavailability shall be agreed in writing with the Authority at least thirty (30) days before the date of such Planned Unavailability.	Not applicable
RNMC SM28	The Supplier must notify the Authority of any Supplier activity, including but not limited to Planned Unavailability, that in the Supplier's reasonable opinion may adversely impact the Authority's day-to-day business operations.	Not applicable
RNMC SM29	<p>The Supply must give the Authority as much notice of Emergency Changes as is reasonably practicable, following the Emergency Change Procedure in accordance with the Policies and Processes of HODDaT within a SIAM service tower model, including but not limited to the:</p> <ul style="list-style-type: none"> (a) HO Service Integration Model; and (b) Change Management Operating Model, <p>so as to minimise negative impacts on the day-to-day business operations.</p>	Not applicable

AGREEMENT RELATING TO THE SERVICE AND MAINTENANCE OF FIXED AND MOBILE RN DETECTION
EQUIPMENT

RNMC SM30	The Supplier must perform Service Continuity Management: (a) in accordance with the principles of ITIL within a SIAM service tower model; (b) in the context of Schedule 8.4 (Business Continuity and Disaster Recovery); and (c) as further agreed upon from time to time with mutual agreement between the Supplier and the Authority.	Not applicable
RNMC SM31	A Duty Manager must be available during all Service Hours in accordance with: (a) the Service Continuity Plan; and (b) Schedule 8.4 (Business Continuity and Disaster Recovery).	Not applicable
RNMC SM32	The Supplier must hold at least two (2) hard copies of key processes: one copy must be held in a fireproof safe and one copy must be available to the Duty Manager in accordance with: (a) the Service Continuity Plan; and (b) Schedule 8.4 (Business Continuity and Disaster Recovery).	Not applicable
RNMC SM33	The Supplier must develop maintain; and, when required, execute a Supplier Surge Response plan.	Not applicable
RNMC SM34	The Supplier must perform Security Management and Information Security Management: (a) in accordance with Schedule 2.4 Security Management; and (b) as further agreed upon from time to time with mutual agreement between the Supplier and the Authority.	Not applicable
RNMC SM35	The Supplier must perform Supplier Management of its suppliers: (a) in accordance with the principles of ITIL within a SIAM service tower model; and (b) as further agreed upon from time to time with mutual agreement between the Supplier and the Authority.	Not applicable
RNMC SM36	The Supplier must perform Demand Management: (a) in accordance with the principles of ITIL within a SIAM service tower model; and (b) as further agreed upon from time to time with mutual agreement between the Supplier and the Authority.	Not applicable
RNMC SM37	The Supplier must perform Finance Management: (a) in accordance with the principles of ITIL within a SIAM service tower model; (b) as set out in Schedule 7.1 (Contract	Not applicable

AGREEMENT RELATING TO THE SERVICE AND MAINTENANCE OF FIXED AND MOBILE RN DETECTION
EQUIPMENT

	Charges); and (c) as further agreed upon from time to time with mutual agreement between the Supplier and the Authority.	
RNMC SM38	The Supplier must perform Service Measurement and Service Reporting: (a) in accordance with the principles of ITIL within a SIAM service tower model; (b) as set out in Schedule 8.2 (Management Information); and (c) as further agreed upon from time to time with mutual agreement between the Supplier and the Authority.	Not applicable
RNMC SM39	The Supplier must perform Continuous Improvements: (a) in accordance with the principles of ITIL within a SIAM service tower model; (b) as set out in Schedule 7.3 (Value for Money and Benchmarking); and (c) as further agreed upon from time to time with mutual agreement between the Supplier and the Authority.	Not applicable
RNMC SM40	The Supplier must use the Authority ITSM toolset, including but not limited to Incident Management and Event Management tools, designated by the Authority to create and update Incidents, Problems and Knowledge Articles as required during the course of the Agreement as further agreed upon from time to time with mutual agreement between the Supplier and the Authority.	Not applicable
RNMC SM40 Note	ITSM tools currently used by the Authority include, but are not limited to ServiceNow and MS SCOM.	
RNMC SM41	The Supplier must perform Exit Management: (a) as set out in Schedule 8.3 (Exit Management); and (b) as further agreed upon from time to time with mutual agreement between the Supplier and the Authority.	Not applicable
RNMC SM42	The Supplier must provide all the necessary supporting equipment such as, but not limited to, cleaning equipment, laptops/computing equipment, ladders and lifting apparatus, required to deliver the Services, which shall be operated in accordance with specified / Industry standard operating procedures, instructions and guidelines.	Not applicable

AGREEMENT RELATING TO THE SERVICE AND MAINTENANCE OF FIXED AND MOBILE RN DETECTION
EQUIPMENT

RNMC SM43	The Supplier must ensure that access control and local working policies and procedures are maintained for each of the individual locations / ports in scope of service. This will include gaining and maintaining passes for personal / vehicles and undertaking relevant training where required for each individual location/site.	Not applicable
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AGREEMENT RELATING TO THE SERVICE AND MAINTENANCE OF FIXED AND MOBILE RN DETECTION
EQUIPMENT

ANNEX 6 – ICT MANAGEMENT

Ref	Requirement	Compliance Statement
RNMC ICT1	The Supplier must implement critical security patches into the RN Detection ICT and Local IT Infrastructure within 48 (forty eight) hours of their release.	Not applicable
RNMC ICT2	The Supplier must implement critical non-security patches into the RN Detection ICT and Local IT Infrastructure within 1 (one) month of their release.	Not applicable
RNMC ICT4	The Supplier must implement anti-virus patches into the RN Detection ICT and Local IT Infrastructure within 24 (twenty four) hours of their release.	Not applicable
RNMC ICT5	The Supplier must, to the extent that they do not have a detrimental impact on the RN Detection ICT and Local IT Infrastructure, proactively manage the Cyclamen OEM Software versions and such that the OEM Software utilised is in the RN Detection ICT and Local IT Infrastructure is supported by the Manufacturer.	Not applicable
RNMC ICT6	The Supplier must, to the extent possible, hold and maintain disk images of the RN Detection ICT software.	Not applicable
RNMC ICT7	The Supplier must maintain the RN Detection Estate proactively.	Not applicable
RNMC ICT8	Upon written request by the Authority the Supplier must securely dispose of authority owned ICT and / or parts thereof in accordance with: <ul style="list-style-type: none"> (a) Schedule 2.3 (Standards); (b) Schedule 2.4 (Security Management); and (c) prevailing legislation and regulations including but not limited to health and safety and environmental legislation. 	Not applicable
RNMC ICT9	All Source Code, as defined in Schedule 1, developed by and / or modified by the Supplier must, where Schedule 2.4 (Security Management) permits, be held in escrow under Clause 25 (Source Code) at all times.	Not applicable

AGREEMENT RELATING TO THE SERVICE AND MAINTENANCE OF FIXED AND MOBILE RN DETECTION
EQUIPMENT

RNMC ICT10	<p>The Supplier must provide full software lifecycle management of the Cyclamen Application and all other bespoke software elements of the RN Detection ICT and Local IT Infrastructure including but not limited to:</p> <ul style="list-style-type: none"> (a) requirements analysis; (b) software design; (c) technical architecture design; (d) development; (e) code management; (f) testing; (g) deployment; and (h) maintenance. 	Not applicable
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AGREEMENT RELATING TO THE SERVICE AND MAINTENANCE OF FIXED AND MOBILE RN DETECTION
EQUIPMENT

ANNEX 7 – OPTIONAL SERVICES PROVISION

The following requirements are Optional Services that may be ordered by the Authority under paragraphs 1.1(c) and 5.2 of Part A to Schedule 7.1 (Contract Charges).

Ref	Requirement	Compliance Statement
RNMC SVS1	Supplier must, at the request of the Authority, procure goods and services including but not limited to: <ul style="list-style-type: none"> (a) Detectors, including but not limited to Fixed RN Detectors, Mobile RN Detectors, Portable RN Detectors and Personal RN Detectors; (b) Detector components; (c) Spares; (d) traffic management; (e) software; (f) ICT; (g) training; (h) sources; and (i) professional services. 	Not applicable
RNMC SVS2	The Supplier must provide RN Source services at the Sites including but not limited to: <ul style="list-style-type: none"> (a) RN Source storage and inventory management; (b) RN Source level maintenance; (c) RN Source leak testing / circulation; (d) Supplier Dosimeter management; (e) RN Source compliance; (f) RN Source Incident Management; (g) RN Source procurement; (h) RN Source deployment; (i) RN Source transport; and, (j) RN Source competency training / validation. 	Not applicable
RNMC SVS3	At the request of the Authority, the Supplier must perform service requests of the sort listed below but not limited to: <ul style="list-style-type: none"> (a) data export and / or system imaging for the RN Detection ICT and / or Local IT Infrastructure; (b) local back up of alarm event data and non-alarming occupancy data; (c) remote back up of alarm event data and non-alarming occupancy data; (d) restoration of alarm data and non-alarm occupancy data to a recovery time objective defined by the Authority; (e) remote restarts of RN Detection ICT and / or Local IT Infrastructure; 	Not applicable

AGREEMENT RELATING TO THE SERVICE AND MAINTENANCE OF FIXED AND MOBILE RN DETECTION
EQUIPMENT

	(f) RN Detection ICT services and / or Local IT Infrastructure services; and, (g) system rebuilds based on media supplied by the Authority.	
RNMC SVS4	The Supplier must establish and maintain scheduled remote backup of alarm event and non-alarm occupancy event data for all sites.	Not applicable

AGREEMENT RELATING TO THE SERVICE AND MAINTENANCE OF FIXED AND MOBILE RN DETECTION
EQUIPMENT

ANNEX 8 – PLANNED MAINTENANCE

- 1 The Supplier must carry out the Planned Maintenance set out in this Annex 8 of Schedule 2.1 and as mutually agreed from time to time between the Supplier and the Authority.
- 1.1 All Planned Maintenance must be conducted as part of Operational Change Management in accordance with:
 - (a) the Policies and Processes of HODDaT within a SIAM service tower model, including but not limited to the:
 - i) Service Integration Model; and
 - ii) Change Management Operating Model; and
 - (b) Clause 52.9 (Operational Change).
- 1.2 During every Incident Management, Problem Management, Calibration or Planned Maintenance Site visit the Supplier must ensure the RN Detectors and Local IT Infrastructure are capable of supporting Normal Operation, where, in the Supplier's professional opinion, Normal Operation cannot be supported the Supplier must raise an Incident.
- 1.3 At least every 6 (six) Months the Supplier must carry out Planned Maintenance to at least the following:
 - a) external road side enclosures and portals – Check for signs of corrosion and or damage which could degrade system performance and resolve as necessary. General cleaning should be undertaken;
 - b) internal road side enclosures and portals – Panel doors and seals checked with any issues resolved. Check earth connections, excessive moisture/dirt ingress, door seals, and evidence of condensation and resolve issues as necessary. General cleaning should be undertaken;
 - c) general structure all bolts on foundations, portal panels, cameras and RSE, cabling and earthing must be checked and issues resolved or escalated as necessary;
 - d) traffic management barriers and other output devices in scope of support, for example (but not limited to) klaxons, beacons, wig wags should be checked and issues resolved or escalated as necessary;
 - e) camera lenses must be cleaned (in addition to on demand if soiling is affecting operation);
 - f) lasers and occupancy sensors should be checked for obstructions and walk through tests undertaken;
 - g) Components of the Local ICT infrastructure, including but not limited to keyboards and fans, should be cleaned of dust and debris;

AGREEMENT RELATING TO THE SERVICE AND MAINTENANCE OF FIXED AND MOBILE RN DETECTION EQUIPMENT

- h) a check list completed, the asset register updated as required and details captured of any changes to site and details of potential future remediation, including pictures where permission is provided to do so; and
 - i) all IT related infrastructure should have dust removed and visually checked for damage with incidents raised where required.
- 1.4 At least every 12 (twelve) Months the Supplier must:
 - a) in relation to **Calibration**:
 - i. undertake Calibration of the RN Detectors as set out in Annex 9 of this Schedule 2.1, the Authority may require Calibration to happen more or less frequently than every 12 Months from time to time during the Term based on performance data and at its absolute discretion;
 - ii. where an instrument requires repair, perform basic mechanical repairs (e.g. repair battery connections, replace handles etc. For repairs to key components, the instrument will need to be returned to the manufacturer for repair; and
 - iii. provide appropriate verification and assurance to ensure end to end capability functions as per requirement and with any issues found resolved and reported to the Authority and
 - b) in relation to **external road side enclosures and portals** perform checks for signs of corrosion and or damage which could degrade system performance and resolve as necessary. General cleaning should be undertaken.
- 1.5 The Supplier must ensure that the Local IT Infrastructure USPs are replaced at least once every 5 (five) years.

AGREEMENT RELATING TO THE SERVICE AND MAINTENANCE OF FIXED AND MOBILE RN DETECTION
EQUIPMENT

ANNEX 9 – CALIBRATION SERVICES

- 1.1 The Supplier must Calibrate Detectors and RIDs so that they are capable of meeting Calibration Acceptance Criteria.
- 1.2 The Supplier must test each Calibrated Detector and RID to ensure that they are capable of meeting the Calibration Acceptance Criteria.
- 1.3 From time to time during the course of the Agreement the performance of Detectors and RIDs shall be subject to validation by the TAR/N to ensure that performance of the Detectors and RIDs meet the Calibration Acceptance Criteria.
- 1.4 Should any Detector or RID fail this validation that failure shall be treated as an Incident.