

MFD Contract Requirements and Specifications

November 2020

Version 1.1

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# Background

## 1.1

The AUTHORITY has 2 expiring Multifunctional Device contracts which cease April 2021. These devices support approximately 2000 predominately admin staff over 111 sites. The AUTHORITY also has smaller devices at approximately 325 Driving Test Centre’s (DTC’s) which are currently AUTHORITY owned.

There will be a requirement to print via kiosk desktop, laptop, and mobile devices at these locations supporting in the region of 2500 examiner staff.

In total the AUTHORITY employs in excess of 4500 staff at a number of geographically diverse locations where staff numbers vary by site. Any staff attending sites with devices may have the requirement to print.

## 1.2

The AUTHORITY operates macOS, iOS, Windows 10 and Windows 10 kiosk via desktops, laptops, tablets and smart phones. The AUTHORITY expects to be able to print from all of these devices on a single solution.

## 1.3

The AUTHORITY currently has a requirement for devices to support printing at the locations detailed in the chart below with indicative numbers of devices which will need to be provided in this contract. The final details of what model and how many devices will be required at each site will be finalised and agreed post award.

## 1.4

The AUTHORITY has an ‘in house’ first line service desk on site at two locations, in the AXIS in Nottingham and in Ellipse in Swansea, although this is service that can be provided remotely.

All initial service calls raised by the end user will be logged via telephone or via the online portal and will be recorded on the ServiceNow Service Desk tool set. The AUTHORITY service desk will then liaise with the SUPPLIER service desk to raise and manage tickets. The SUPPLIER should detail the process of how tickets will be logged in collaboration with the AUTHORITY (see section 7.4.1.4).

## 1.5

The AUTHORITY currently has its own software for printing across the estate, PrinterLogic. The AUTHORITY has moved away from physical on premise servers to Azure server in the Cloud.

The AUTHORITY would like to see outline options for alternative compatible software from year 2 of the contract, should the AUTHORITY decide to move from the PrinterLogic solution

# Scope

## 2.1 Scope

The scope of this requirement is to replace the expiring contracts for the MFD’s. Locations detailed in Annex 1 and section 2.4 with a single SUPPLIER of MFD’s across the agency for Hardware and Software. This will be using the CCS Framework REF. RM3781 - Multifunctional devices for printing, scanning and copying, managed print and records management services. (Lot 2) – Multifunctional Devices and Print Management Software and Services

<https://ccs-agreements.cabinetoffice.gov.uk/contracts/rm3781>

The AUTHORITY will use Lease + Cost Per Copy option, available within Lot 2.

This includes:

Quarterly lease cost to cover the device.

Cost per copy - monthly charge which covers the number of clicks, maintenance & servicing. Runs in parallel to the lease agreement.

## 2.2 Objectives

The AUTHORITY wishes to appoint a single SUPPLIER to provide a Multifunctional Device Contract covering all the AUTHORITY sites listed in Annex 1 within the timescales outlined in Section 4 Procurement timetable

The AUTHORITY requires the SUPPLIER to engage with its existing and future technology suppliers in order to progress a seamless transition. To be discussed at project meetings post award.

The AUTHORITY expects full collaboration and cooperation with all third parties, as necessary.

## 2.3 Future of the business

### 2.3.1

The SUPPLIER will be required to work co-operatively with the AUTHORITY, current and new suppliers to ensure seamless transition to our users.

### 2.3.3

The AUTHORITY has replaced traditional print servers and delivered a Cloud SaaS (Software as a Service) print service. This will be the central repository for all printers.

It is expected that the product will be consumed for the life of Windows 10, but this may change based on evolving agency requirements.

The SUPPLIER will be required to work co-operatively with the currently and new providers to support the transfer of any services required for the duration of the contract.

The AUTHORITY is currently signed up to a software contract called PrinterLogic until October 2021, at this stage the AUTHORITY have not made a decision around software post October 2021 and may look to the SUPPLIER for a new cost effective licenced software alternative at that stage.

### 2.3.4

The AUTHORITY is adopting smarter ways of working across the estate and would like to see a contract that reflects this. There is scope for our printing estate to reduce by up to 20% per annum, including MFD’s. The AUTHORITY requests that the SUPPLIER acknowledges this in their pricing schedule and tender response.

It will be necessary to move, add or remove devices without further extending the term of this contract award or incurring financial penalties. The SUPPLIER must provide detailed costs in the price schedule. Any new devices and software added during the lifecycle of the contract should have a coterminous date and be quoted for such at the point of request.

Cost to remove devices should also be provided, should the AUTHORITY have estate changes.

### 2.3.5 Driving Test Centre Printers

#### 2.3.5.1

Our Driving Test Centre’s (DTC’s) will require printing via kiosk desktop, laptop, and mobile devices at 325 Driving Test Centres supporting in the region of 2500 examiner staff. The AUTHORITY will have a requirement to print from smart mobile telephones, laptops, tablets and kiosk desktops.

#### 2.3.5.2

The AUTHORITY may require a device at each DTC (there are a handful of remote sites that will not require a device), and a baseline cost for hardware (support and lease). Consideration should be given by the SUPPLIER for multiple DTC sites offices be rolled out simultaneously (multiple locations in one day). Additional consideration should be given to morning installation appointments due to the unique nature of the way the offices are staffed.

#### 2.3.5.3

The devices at DTCs are currently iOS, Windows 10 and Windows kiosk. Over the lifecycle of the contract it is likely that there will upgrades to operating systems and the SUPPLIER should collaborate with the AUTHORITY to enable this.

#### 2.3.5.4

The current printing devices at the DTCs are owned by the AUTHORITY. Consideration should be given by the SUPPLIER for the collection and disposal of all DTC printing devices (in line with Departmental policies on disposal) on delivery and installation of the new devices. This can be discussed in early project collaboration meetings with the AUTHORITY.

## 2.4

The following table outlines a list of required device types across various areas and locations.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Location | Approx Number Devices A  | Approx Number Device B | Approx number Device C | Approx number of device D(the vast majority of this type of device will be optional by the AUTHORITY) |
| Bristol HQ |  | 5 |  |  |
| Nottingham HQ |  | 2 | 4 |
| Swansea OHQ |  | 4 | 4 |
| Swansea VHV Print Room | 1 |  |  |
| Newcastle Lightbox |  | 1 | 1 |
| Newcastle Tyneside |  | 1 | 1 |
| Leeds Harehills | 1 | 2 (Floors 1 & 3) | 6 |
| Edinburgh OTC |  | 1 | 1 |
| Bristol Jubilee House |  | 1 | 2 |
| Eastbourne OTC |  | 1 | 1 |
| Birmingham OTC |  | 1 | 2 |
| Cambridge OTC |  | 1 | 1 |
| Warrington OTC |  | 1 | 1 |
| Caernarfon OTC |  | 1 | 1 |
| Chadderton GVTS |  | 3 | 1 |
| Wednesbury MPTC |  | 1 | 1 |
| Cardiff Area Office  |  |  | 2 |
| England Scotland and Wales MPTC & GVTS |  | 25 | 75 |  |
| England, Scotland and Wales DTC |  |  |  | Approx 325 |

**Device A**

Higher spec devices capable of printing A4/A3 Duplex, Colour, mono, scan, copy, booklet maker, capable of processes at 2 different sites (Leeds and Swansea)

**Device B**

Mid spec device capable of colour A3 /A4 Duplex, colour, mono, scan, copy. Anticipated that there will be one suitable device on each floor at larger locations.

**Device C**

Standard spec devices, colour, mono, A4 Duplex, scan, copy. Larger sites for admin and operation staff, OTC offices

**Device D**

Standard spec devices for DTCs, capable of Duplex, A4, mono, colour, copy.

Key

HQ Headquarters

OHQ Operational Head Quarters

VHV Very High Volume

OTC Office of Traffic Commissioner

GVTS Goods Vehicle Testing Station

MPTC Multi-Purpose Test Centre

DTC Driving Test Centre

# Contract Duration and Exit Strategy

## 3.1

The current contracts for the Multi-Functional Devices (MFD) end on 30 April 2021.

## 3.2

Printer Logic Software at DTC sites expire in October 2021.

## 3.3

The AUTHORITY wishes to procure a contract in competition under - Multifunctional devices for printing, scanning and copying, managed print and records management services. (Lot 2) – Multifunctional Devices and Print Management Software and Services for a 5-year duration.

## 3.4 Exit Strategy

### 3.4.1

The SUPPLIER must give 9 months written notice to the AUTHORITY of the expiry of each lease agreement.

### 3.4.2

The SUPPLIER must provide an exit Plan and comprehensive proposals for the activities, and the associated liaison and assistance that will be required for the successful transfer of the Goods and Services. Once notice is given via either party a comprehensive exit plan must be delivered and agreed with the AUTHORITY within 4 weeks.

### 3.4.3

The SUPPLIER is expected to collaborate and work with the AUTHORITY and new SUPPLIERs for any exiting out and transitioning in activity at no additional cost to the AUTHORITY.

### 3.4.4

The SUPPLIER should include a high-level plan and timeline of their exit strategy as part of their bid and ensure that devices and any associated kit leased by the AUTHORITY are removed in agreement with and at nil cost to the AUTHORITY.

# Procurement Planned Timetable

The following timetable is proposed; however, each SUPPLIER must supply dates, dependencies and activities at tender return with the implementation plans.

MFD Outline Timetable

|  |  |  |  |
| --- | --- | --- | --- |
| Activity  |  | Start  | End  |
| Q &A's from SUPPLIERs  |  | November 2020 | November 2020 |
| ITT return Date  |  | November 2020 | November 2020 |
| Evaluation activities  |  | November 2020 | November 2020 |
| Issue award /Collaborative Project Team |  | December 2020 | December 2020 |
| Solution Set up and system Testing  |  |  December 2020 |  January 2020 |
| Collaborative UAT  |  |  December 2020 |  January 2021 |
| Rollout  |  |  January 2021 |  March 2021 |

Timelines are subject to change should there be an impact due to COVID 19.

It is anticipated that there will be a technology change freeze over the Christmas and New Year period.

# Requirements

In addition to standard MFD functionality the following are the AUTHORITY technical requirements

**The following requirements are mandatory: -**

## 5.1 General

### 5.1.1 All networked products must be compatible with end-users/stakeholder's proprietary IT systems and security arrangements. The AUTHORITY mandates that these should be hardwired to the WAN via an ethernet cable.

## 5.2 Hardware – Mono/Full Colour

The AUTHORITY wishes to have devices that provide value for money and are fit for purposes for our end users.

All the new devices should be capable of supporting the volume detailed and the number of users as detailed in the chart below.

As a standard should offer colour and mono, duplex, A4 and A3 where detailed.

| **Reference** | **Item** | **So that (Reason for requirement)** | **Mandatory** | **Supplementary Information** |
| --- | --- | --- | --- | --- |
| 5.2.1 | **A workable ppm to be detailed by SUPPLIER** | AUTHORITY have a product that is fit for purpose |  |  |  |
| 5.2.2 |  A4 capability with an option for A3 devices at a number of locations | AUTHORITY have a product that is fit for purpose | **M** |  | A3 capability mandated on Device A and B  |
| 5.2.3 | Duplex capability | AUTHORITY have a product that is fit for purpose | **M** |  |  |
| 5.2.4 | Resolution dpi min 400 DPI | AUTHORITY have a product that is fit for purpose | **M** |  |  |
| 5.2.5 | The ability to print onto pre-printed stock at Leeds site, Sample to be provided.  | AUTHORITY have a product that is fit for purpose with its existing stationery and business processes  | **M** |  |  |
| 5.2.6 | Stacker(s) capacity where required | The devices are fit for purpose, in all sites as appropriate. |  |  |  |
| 5.2.7 | Display screen on device should be easy to operate and have accessibility options. | To enable user to select function at the device and admin to have full control over the device e.g. error logging and maintenance | **M** |  | Pictures of the display mechanism viewable to end user to be submitted in bid pack. |
| 5.2.8 | Automatic calibration and control systems.  | Reduce user input and impact during working hours | **M** |  | Out of hours calibration devices preferable. |
| 5.2.9 | Asset Management SUPPLIERS will confirm with the AUTHORITY IT management teams the implications and approach to asset tagging and asset management as part of the tender offer. The SUPPLIER should comply with the DVSA naming convention. This should continue going forward should any new devices be added during the lifecycle of the contract. | To enable the AUTHORITY and SUPPLIER to accurately manage, monitor and identify its assets.  | **M** |  | Use of asset tags, serial numbers etc. |
| 5.2.10 | Support the AUTHORITY in the event of a major disaster being declared, the loss of an AUTHORITY building. | The AUTHORITY has an up to date process/plans available should an incident be declared. The ability for the AUTHORITY to move or procure devices swiftly. |  |  | Please supply an outline, very high-level plan or process with how this will be supported in the event of a major disaster being declared. |

## 5.3 Substrate Input Systems/Handling

| **Reference** | **Item** | **So that (Reason for requirement)** | **Mandatory** | **Value if applicable** | **Supplementary Information** |
| --- | --- | --- | --- | --- | --- |
| 5.3.1 | Capability of loading paper and toner while in production. | No job is lost, and substrates can be replenished during production. |  |  |  |

## 5.4 Scanners/Document Feeders

| **Reference** | **Item** | **So that (Reason for requirement)** | **Mandatory** | **Value if applicable** | **Supplementary Information** |
| --- | --- | --- | --- | --- | --- |
| 5.4.1 | Resolution DPI.  | DVSA have a product that is fit for purpose | **M** | Min 400DPI  |  |
| 5.4.2 | Scanner type is to be integrated  | DVSA have a product that is fit for purpose | **M** | INTEGRATED |  |
| 5.4.5 | Ability to handle different substrates and sizes (A3 where detailed on specific devices and A4) in mixed batches when scanning or copying | DVSA have a product that is fit for purpose | **M** |  | On certain devices with A3 and A4 capability |
| 5.4.6 | Supported formats for image compression (PDF, TIFF, JPEG, etc).  | DVSA have a product that is fit for purpose | **M** | Output types for PDF, JPEG etc. for email and manipulation on corporate documents. | Default to PDF |
| 5.4.7 | Different scanning modes – B&W and colour  | DVSA have a product that is fit for purpose |  |  | Default scanning to colour. |
| 5.4.8 | Scan to file to have no direct ongoing cost | DVSA have a product that is fit for purpose with accurate MIS reporting | **M** |  | No costs due to creation via network. |

## 5.5 System Options/Print Finishing Options

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Reference** | **Item** | **So that (Reason for requirement)** | **Mandatory** | **Value if applicable** | **Supplementary Information** |
| **5.5.1** | Duplex | DVSA have a product that is fit for purpose | **M** |  |  |

## 5.6 Operation

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Reference**  | **Item** | **So that (Reason for requirement)** | **Mandatory**  | **Value if applicable** | **Supplementary Information** |
| **5.6.2** | Agreed default settings pre-set on job ticket (e.g. duplex, white 80gsm recycled).  | DVSA have a product that is fit for purpose |  |  | Split between tray selection for letter headed, A3 where required on limited devices), A4 etc; selection created via driver. |
| **5.6.3** | Troubleshooting self help | DVSA have a product that is fit for purpose | **M** |  | Clearly shown to a user via an interface. |
| **5.6.4** | Security options (e.g. PIN, time-out).  | Users/document security is not compromised | **M** |  | The AUTHORITY would prefer a solution that does not require physical tokens. |
| **5.6.5** | Electronic ordering system  | DVSA have a product that is fit for purpose | **M** |  | Device generated ordering with manual override by named AUTHORITY administrators  |
| **5.6.6** | Interface with the Device remotely.  | Jobs can be raised and monitored by the AUTHORITY. | **M** |  |  |
| **5.6.7** | Ability to scan to One Drive via SUPPLIER software. | DVSA have a product that is fit for purpose |  |  |  |
| **5.6.8** | Ability to scan to e-mail  | DVSA have a product that is fit for purpose | **M** |  |  |
| **5.6.9** | Upgrades and security patching included.  | DVSA have a product that is fit for purpose, and suitably patched for compliance. | **M** |  | Upgrades should be tested and released with the prior agreement of the AUTHORITY |

## 5.7 Management Information

| **Reference**  | **Item** | **So that (Reason for requirement)** | **Mandatory** | **Value if applicable** | **Supplementary Information** |
| --- | --- | --- | --- | --- | --- |
| 5.7.1 | Click report – type of click colour/mono, quantity and value by print impression  | DVSA have sufficient and appropriate data. | **M** |  |  |
| 5.7.2 | Waste Analysis (operator/device).  | Sustainability requirements can be met and reported upon | **M** |  |  |
| 5.7.3 | Device performance statistics.  | DVSA have sufficient and appropriate data for service monitoring. | **M** |  |  |
| 5.7.4 | Delivery report – number of deliveries made, amount delivered on time, exceptions.  | DVSA have sufficient and appropriate data for service monitoring. | **M** |  |  |
| 5.7.5 | Interface with the Device remotely.  | Jobs can be raised, monitored and audited by the AUTHORITY. | **M** |  |  |
|  |  |  |  |  |  |

## 5.8 Requirements for AUTHORITY

| **Reference** | **Item** | **So that (Reason for requirement)** | **Mandatory** | **Value if applicable** | **Supplementary Information** |
| --- | --- | --- | --- | --- | --- |
| 5.8.1 | Administrators to be able to enter and amend, create and or update existing details | Administrative tasks can be carried out by the AUTHORITY | **M** |  | i.e. first and or surname changes, creation of AUTHORITY users etc. |
| 5.8.2 | AUTHORITY to be able to submit work electronically and be able to specify quantity, paper colour, paper weight, layout (single sided or duplex), finishing requirements  | AUTHORITY have a product that is fit for purpose | **M** |  | Currently user selected via the print driver. |

## 5.9 Specific Service Requirements

| **Reference** | **Item** | **So that (Reason for requirement)** | **Mandatory** | **Value if applicable** | **Supplementary Information** |
| --- | --- | --- | --- | --- | --- |
| 5.9.1 | Remote or Web Access  | Diagnostics / repairs can be carried out remotely by the SUPPLIER | **M** |  | Solution must meet security requirements |
| 5.9.2 | Delivery turnaround times of toner/staples/other consumables. | DVSA have a product that is always operational | **M** |  | Devices should be configured to self-order with sufficient lead time to ensure continued operation (i.e. should not run out of consumables) |
| 5.9.3 | Electronic logging of service calls. | DVSA have sufficient and appropriate data for service monitoring and proactive incident management. | **M** |  | The SUPPLIER must provide details of processes and toolsets in place for call handling. |
| 5.9.4 | Report suite – e.g. response times, average call 1st fix times, failed 1st fixes, | For AUTHORITY monitoring purposes. | **M** |  | As specified in SECTION 14 (reporting) |
| 5.9.5 | Device swap out after continued failure | To enable continuity of service. |  |  | Failure rate of 6 callouts during a service quarter or availability of any device function dropping to 80% or below will result in a device like for like swap out at no cost to the AUTHORITY |
|  |  |  |  |  |  |

| **Reference** | **Item** | **So that (Reason for requirement)** | **Mandatory** | **Value if applicable** | **Supplementary Information** |
| --- | --- | --- | --- | --- | --- |
| 5.10.1 | SUPPLIER to detail any integration with service with firewalls, VPN, active Directory and any other AUTHORITY hosted service | The AUTHORITY can prepare for onboarding the service  | **M** |  | Solution must meet security requirements |
| 5.10.2 | SUPPLIER to advise the AUTHORITY of any additional hosting requirements | The AUTHORITY can prepare for onboarding the service |  |  | Devices should be configured to self-order with sufficient lead time to ensure continued operation (i.e. should not run out of consumables) |
| 5.10.3 | SUPPLIER to advise the AUTHORITY of any other technical requirements needed to provide the print service. | The AUTHORITY can prepare for onboarding the service |  |  | The SUPPLIER must provide details of processes and toolsets in place for call handling. |
| 5.10.4 | The supplied device, including the operating system needs to be compatible with PrinterLogic. See section 7.1.2. | DVSA have a product that is fit for purpose and compatible with its IT systems. | **M** |  |  |
| 5.10.5 | The AUTHORITY requires all fax services to be disabled. | The AUTHORITY can ensure their network is secure and compliant.  |  |  |  |
|  |  |  |  |  |  |

## Ad hoc requirements

### 5.11.1

The SUPPLIER should supply Knowledge Articles, to be agreed by and in accordance with the AUTHORITY’s Service Management team and Service Desk Knowledge Manager. Knowledge Articles should include, but not be limited to, all devices for any User fixes and processes for the initial users’ diagnosis and support prior to the devices being deployed and becoming operational on the estate. Should further Knowledge Article updates or information become available during the lifecycle of the contract, Knowledge Articles should be received in a timely manner using the AUTHORITY’s knowledge template.

### 5.11.2

The SUPPLIER should explain in their response, in detail, how they will work collaboratively to manage service tickets with the DVSA Service Desk, and their own toolset ,with a process flow design expressing full detail of all interactions and how these will be accurately reported upon.

### 5.11.3

From time to time it will be necessary to add, remove or move devices with a coterminous end date. The SUPPLIER must provide detailed costs in the price schedule.

# Site/Print Surveys and Visits

Upon award the AUTHORITY expects the SUPPLIER to complete a full print survey to best determine the type and number of devices to be installed; and a site survey (where possible where COVID19 restrictions allow). This will be discussed and agreed at the project meetings post award.

## 6.1 Visits

The SUPPLIER will always inform the AUTHORITY before making visits to any of its sites, ensuring that all the AUTHORITY current COVID19 regulations are adhered to. Whilst on site they will adhere to current AUTHORITY security protocols and produce Valid ID on arrival at site. Health and Safety regulations are to be adhered to and representatives will be accompanied by an AUTHORITY nominated person.

## 6.2 Network & Infrastructure requirements

SUPPLIERS will be required to liaise with the AUTHORITY IT management teams and their third parties to confirm the suitability of their network requirements, infrastructure and any operational device software being proposed immediately following award of contract.

# Implementation

## 7.1 Pre-Rollout - Acceptance Testing (system and user)

### 7.1.1

SUPPLIERS will be required to liaise with the AUTHORITY IT management teams to ensure that hardware delivery to site is pre booked via the AUTHORITY protocols, which will be shared post award.Availability varies by site and the information will be shared at the collaborative project meetings. The AUTHORITY and SUPPLIER project teams should convene as soon as it is practical (post award) to discuss and plan the test and rollout of devices.

### 7.1.2

SUPPLIERS will be required to liaise with the AUTHORITY IT management teams and their third parties to confirm the suitability of their network requirements, infrastructure and any operational device software being proposed. All survey and connectivity reports including physical installation methods are to be made available to the AUTHORITY prior to any installation.

### 7.1.3

If during system acceptance testing the proposed solutions are not compatible with the AUTHORITY existing, PrinterLogic software, IT systems and infrastructure. The AUTHORITY has the right to terminate the contract and seek alternative SUPPLIERs at no additional cost to the AUTHORITY. **Mandatory** See section 5.10.4.

### 7.1.4

The SUPPLIER will be required to provide devices for trial and/or acceptance testing/evaluation at the AUTHORITY premises. **These will be at Swansea, Leeds, Bristol and Nottingham and will be tested alongside AUTHORITY STAFF and Testers (This will be dependent on COVID19 restrictions).**

### 7.1.5

Supply of devices must meet the timescales outlined in this document unless otherwise agreed with the AUTHORITY.

### 7.1.6

All device loans for acceptance testing will be delivered, installed and removed free of charge by prior, mutual agreement for a period of a minimum of 10 working days (This will be dependent on COVID19 restrictions).

## 7.2 Rollout Delivery

### 7.2.1

Delivery must be in accordance with the timescales outlined in Section 4 or as agreed with the AUTHORITY. SUPPLIERS will be required to liaise with the AUTHROITY IT management teams to ensure that hardware delivery to site is pre booked via the AUTHORITY protocols which will be shared post award. Availability varies by site and the information will be shared at the collaborative project meetings.

The SUPPLIER should note that some smaller sites do not have lift and have a requirement for the device to be located in an upstairs office.

### 7.2.2

The SUPPLIER must provide the AUTHORITY with a comprehensive implementation plan including method of approach statement and any supporting documentation at tender return.

### 7.2.3

It is envisaged that the roll out of devices to the AUTHORITY will be on a gradual basis with a period of dual running between the existing contracts where possible. (See Section 4 – Procurement Timetable)

The AUTHORITY does not expect the SUPPLIER to arrange transition of ALL sites to the new solution simultaneously, however, due to timelines with existing contracts it would be beneficial if multiple sites could be transitioned simultaneously.

The SUPPLIER must provide details of their approach to and management of risk and issues.

Alternative delivery arrangements may be agreed between the AUTHORITY and the SUPPLIER to accommodate any additional client requirements, such as power supply, building alterations, these can be discussed post award.

### 7.2.4

SUPPLIERS will be required to notify the AUTHORITY of the expected delivery date for each MFD delivery and installation.

### 7.2.5

Weekly updates must be available to the AUTHORITY to monitor project progress with the reporting frequency to be agreed on a case by case basis, with the AUTHORITY.

### 7.2.6

Where members of staff are employed on project management of large complex implementations project management standards such as Agile or Prince should apply. Project Management should have experience of managing a similar project/rollout.

## 7.3 Rollout Installation

### 7.3.1

Installation must commence no later than one working day after delivery unless otherwise agreed with the AUTHORITY.

### 7.3.2

The AUTHORITY accepts that transition at each site will require some devices to be disconnected from the AUTHORITY network for a short period of time. At admin sites the AUTHORITY expects the SUPPLIER to stagger device implementation to ensure there is always a working device.

At operational sites (GVTS, DTC sites) the AUTHORITY expect the devices to be available to print within 48 hours maximum, unless otherwise agreed with the AUTHORITY. The implementation of the solution must be planned to minimise this period of disconnection. This can be discussed at the project meetings post award.

### 7.3.3

Close liaison (prior, ongoing & post installation) with the AUTHORITY will be required on an ongoing basis including its 3rd parties for network connection and setup.

## 7.4 SUPPLIER Transition

### 7.4.1

The SUPPLIER must include a transition strategy document that outlines how they and outgoing SUPPLIERS will manage the changeover and as a minimum must include the following;

### 7.4.1.1

A Mission Statement outlining how the incoming SUPPLIER will work with the outgoing SUPPLIERs in order to minimise disruption to the AUTHORITY.

### 7.4.1.2

A Communications strategy outlining how the incoming SUPPLIER will work with the outgoing SUPPLIERs both to agree, plan and implement a smooth transition

### 7.4.1.3

Details of the timescales involved for the changeover and how this will be completed within the agreed period to suit all stakeholders.

### 7.4.1.4

Details, including plans, timelines and process charts/maps of how the SUPPLIER will work with the AUTHORITY to log tickets and updates. The AUTHORITY Service Desk may require access to the SUPPLIER’s portal in order to log tickets (See section 1.4).

### 7.4.2

The AUTHORITY will monitor progress being made by both inward and outward SUPPLIERS to ensure agreed timescales are in line with requirements. It is expected that these documents will be submitted to the AUTHORITY and its stakeholders including outgoing SUPPLIERs for approval.

### 7.4.3

Where changes are sought both inward and outward SUPPLIERS will make best endeavours to accommodate all the AUTHORITY requirements.

### 7.4.4

Where device removal from site is required within the agreed entry/exit process as a minimum the following procedures should be adhered to:

Specific site entry security requirements should be adhered to.

Where possible, an officer nominated by the AUTHORITY will capture the final meter reading with the SUPPLIER assistance.

The removal device paperwork will contain a tick sheet which will indicate the state of the device at time of removal.

Any damage to the device will be highlighted on the tick sheet.

### 7.4.5

Where disputes arise between the inward and outward SUPPLIERS, the AUTHORITY, where both SUPPLIERS hold a Framework, will be the final governing body in resolving any such issues.

# 8. Training

## 8.1

The SUPPLIER must provide an outline training plan at tender return containing details including its approach to the following elements:

User Guide for AUTHORITY end users.

Troubleshooting on device

FAQs to be communicated to AUTHORITY end users

KA’s

User guides to be provided

Self-help (contained on devices)

Training for AUTHORITY IT Support staff to user SUPPLIER toolset/Portal.

## 8.2

Full training plan to be provided by SUPPLIER and approved by the AUTHORITY post award.

# Security & Standards

## 9.1

The SUPPLIER shall maintain and comply with a security policy which specifically addresses the protection of all Contracting Authorities information/ data that is generated and/ or managed in the provision of the required Product Range.

Policy must allow audit of all controls under section 9 by AUTHORITY to agreed schedules as well as notification of any sub processing prior to implementation.

## 9.2

The SUPPLIER’s security policy shall address as a minimum;

* security management (risk assessment, response, evaluation, responsibilities and roles);
* SUPPLIER Personnel integrity (recruitment, training, vetting, and disciplinary procedures);

management of suspected/ actual breaches of security.

## 9.3

The requirement as set out in paragraph 9.1 shall extend to procedures for protecting and managing the risk associated with Data stored on the Hard Disk Drive (HDD) of Devices, during and/or upon expiry of a Call Off Contract term. The SUPPLIER shall provide the following procedures at no additional cost to a method or standard as agreed with Contracting Authorities:

* Data encryption;
* Data overwrite;
* re-format of the HDD and cleanse of Device memory at end of life;
* full Device cleanse including the HDD and removal of latent imagery at end of life;
* retention of the HDD by Contracting Authorities at end of life.

Decommissioning procedures must confirm to HMG standards (overwrite with random bits 3 tomes and where secure destruction is required, disks need to be degaussed and then shredded. (former INFOSEC 5).

## 9.4

The SUPPLIER shall comply with all the relevant legislation, organisational and cross Government policy and guidelines in relation to data and asset security including but not limited to: HMG Security Policy Framework (May 2018) and Cabinet Office Minimum Cyber Security Framework (2018), contractors may seek compliance with Cyber Essentials Plus scheme or ISO27001.

## 9.5

The SUPPLIER shall make available additional procedures for protecting and managing the risk associated with data stored on the HDD when requested by Contracting Authorities. These procedures shall be chargeable to Contracting Authorities at the Call Off stage and shall include, but are not limited to, the following:

* certified removal of the HDD at end of life;
* certified disposal of the HDD by the SUPPLIER at end of life;
* certified destruction of Device components.

Certification needs to be signed off by the Contractor and AUTHORITY in line with records management processes.

## 9.6

The SUPPLIER shall ensure that the implementation of security controls and how they shall comply to ISO 27001, ISO27000; If cloud-based service ISO27013, or agreed equivalent, NCSC BC, SOC(AICPA) 2 AND 3 ALSO ACCEPTED.

The SUPPLIER must comply with GDPR. If the SUPPLIER has operations in USA, this will include current Privacy Shield and FedRAMP registrations.

HMG Security Policy Framework as detailed at the link below and Industry best practice is documented, with associated security policies and standards:

<https://www.ncsc.gov.uk/>

<https://www.gov.uk/government/publications/security-policy-framework>

<https://www.gov.uk/government/publications/guide-to-the-general-data-protection-regulation>

## 9.7

The SUPPLIER shall ensure that Contracting Authorities information and data is secured in a manner that complies with the Government Security Classification Policy rating of OFFICIAL. The SUPPLIER shall ensure that the Government Security Classification Policy rating is also applied when information and data is transmitted across all applicable networks and/or in line with the Contracting Authorities’ requirements.

Handling of OFFICIAL SENSITIVE data must ensure no removal or obfuscation of GSC classification in metadata.

## 9.8

The SUPPLIER shall, where required, have the capability to employ encryption to information / data which shall be sent across a network or extracted by electronic means. The SUPPLIER shall ensure that the level of encryption complies in full with the Government Security Classification Policy rating of OFFICIAL and/or in line with Contract Authorities’ stated requirements. Encryption must be at rest and in transit per End User Device Security principles. Internet connectivity must be encrypted to TLS1.2 minimum.

## 9.9

The SUPPLIER shall ensure that any suspected or actual security breaches are reported to the Authorities’ representative immediately and depending on the impact of the breach shall be included in monthly/ quarterly performance reporting to the AUTHORITY.

Breach reporting must be defined with named contacts and escalation paths in line with GDPR compliance.

## 9.10

The SUPPLIER shall ensure that their security capabilities meet the Contracting Authorities’ specific requirements prior to installation and/or implementation of the Product Range when requested by Contracting Authorities.

## 9.11

The SUPPLIER shall provide details of their Personnel security procedures and on request by the AUTHORITY, details of all Personnel that they intend to use in the delivery of the Goods and Services.

## 9.12

The SUPPLIER shall ensure that the Product Range is developed, installed, maintained and fully compliant with the ‘NCSC (National Cyber Security Centre’ and ‘HMG’ Security standards as detailed 9.5, NCSC advisories and GOV.UK HMG requirements, in addition to those standards identified by the AUTHORITY at the Call Off stage.

<https://www.ncsc.gov.uk/>

<https://www.gov.uk/government/publications/security-policy-framework>

## 9.13

The SUPPLIER shall provide secure solutions that comply with any restrictions or requirements arising out of Contracting Authorities ‘security policies. This shall include, but not be limited to:

* + - * BS EN ISO 9001 or agreed equivalent accreditation;
			* ISO 27001 Information Security Management or agreed equivalent;
			* Code of Connection (CoCo) Compliance;
			* Government Connection Secure Extranet (GCSX);
			* Public Services Network (PSN) Compliance;
			* Citrix Secure Gateway;
			* Level 2 Information Governance or agreed equivalent;
			* BS 7858 Security Screening or agreed equivalent;
			* ISO 29142 Information Technology – Print Cartridge Categorisation or agreed equivalent.

## 9.14

The SUPPLIER shall ensure that all security criteria required by Contracting Authorities shall be met, as a minimum. This shall include but may not be limited to ISO 15408 Common Criteria for Information Technology Security Evaluation or agreed equivalent. The requirements of this standard shall include but shall not be limited to:

* + - * network authentication / log in security;
			* print security;
			* scan to email and use of central directory services for email addresses;
			* compliance with latest eGovernment Interoperability Framework (e-GIF).

## 9.15

The SUPPLIER shall ensure that all Equipment supplied to the AUTHORITY complies with the latest framework as follows:

<https://www.gov.uk/government/publications/end-user-device-strategy-security-framework-and-controls>

Firmware updates and patching will need to conform to the AUTHORITY’s standards.

## 9.16

The SUPPLIER shall ensure that all Equipment, parts and Consumables meet all applicable UK and EU legislation at the time of installation, this shall include BS 8887 Design for manufacture, assembly, disassembly and end-of-life (MADE) or an internationally recognised agreed equivalent accredited standard.

## 9.17

The SUPPLIER shall ensure that they support the AUTHORITY in meeting their legislative obligations including, but not limited to, those set out in: The Equality Act, The Freedom of Information Act (FOI) and the Data Protection Act. Subject to the EU Exit, the following may need to be considered:

* Human Rights Act 1998
* Privacy & Electronic Comms Regulations 2006 (PECR)
* Telecoms Regulations (Lawful Business Practices)
* Regulation of Investigatory Powers Act (RIPA) 2000
* The Investigatory Powers Act 2016
* General Data Protection Regulations 2018 (EU ref)

## 9.18

The SUPPLIER shall not charge a premium to Contracting Authorities for any additional standards and/ or security compliance applicable to a Call Off Contract, unless otherwise agreed in advance by Contracting Authorities.

## 9.19

The SUPPLIER must supply details of protocol and process for management of security patches. Urgent security patches must be reported to the AUTHORITY as soon as the SUPPLIER has been made aware; to ensure these can be applied at a mutually convenient time.

# Vetting

## 10.1

The SUPPLIER shall ensure that all SUPPLIER Personnel have been security vetted and approved to Disclosure and Barring Service (DBS) relevant standards or agreed equivalent and/or Disclosure Scotland relevant standards were appropriate. The SUPPLIER shall ensure that SUPPLIER Personnel who require access to Contracting Authorities systems and/or Infrastructure are vetted to SC level. The SUPPLIER shall ensure that this is completed prior to the involvement of SUPPLIER Personnel in the delivery of the Product Range under the Framework Agreement.

## 10.2

All field staff must be vetted, instructed and trained by the SUPPLIER to ensure that AUTHORITY security, safety and confidentiality requirements are met in full by the SUPPLIER staff at all times.

## 10.3

The SUPPLIER shall ensure that all SUPPLIER Personnel vetting procedures comply with the British Standard, Security Screening of Individuals Employed in a Security Environment – BS 7858:2012 or agreed equivalent, unless otherwise specified by Contracting Authorities at the Call Off stage.

## 10.4

The SUPPLIER shall comply with all requirements of Baseline Personnel Security Standard (BPSS) or an agreed equivalent and ensure a BPSS is undertaken for all SUPPLIER Personnel in accordance with HMG Baseline Personnel Security Standard.

<https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/714002/HMG_Baseline_Personnel_Security_Standard_-_May_2018.pdf>

## 10.5

The SUPPLIER shall provide details of its SUPPLIER Personnel security procedures to Contracting Authorities. The SUPPLIER shall also provide contact details of all Personnel who will be involved in the delivery of the Services, when requested by Contracting Authorities.

## 10.6

The SUPPLIER shall ensure that its SUPPLIER Personnel involved in the delivery of the Services, have and maintain the relevant security clearance.

# 11. Sustainability & Environmental

## 11.1 Sustainability

### 11.1.1

The SUPPLIER shall ensure that all Devices have the functionality to operate effectively with 100% post-consumer waste recycled paper.

### 11.1.2

The SUPPLIER shall ensure that all SUPPLIER Personnel are aware that the Product Range provided shall comply with section 3 of the Framework and that recycled paper shall not be identified as the cause of any paper jamming issues experienced by Contracting Authorities.

### 11.1.3

The SUPPLIER shall support the wider agenda of sustainability in terms of the social, economic and environmental impact of Contracting Authorities’ operations, through the provision of Data within the management information which supports Contracting Authorities objectives.

### 11.1.4

The SUPPLIER shall comply with Government Buying Standards. Full details of which can be found on the DEFRA Sustainable Development in Government website:

<https://www.gov.uk/government/publications/government-buying-standards>

### 11.1.5

The SUPPLIER shall complete annual Corporate Social Responsibility (CSR) assessments upon request from Contracting Authorities.

### 11.1.6

The SUPPLIER shall identify Social Value options which are appropriate to a Call Off Contract with Contracting Authorities at the Call Off stage. Any Social Value options selected by Contracting Authorities at the point of Call Off, shall be in accordance with the Government’s Social Values which are current at that point in time.

## 11.2 Environmental

### 11.2.1

The SUPPLIER shall ensure that all of the applicable Product Range supplied under this Lot, including packaging, shall comply with the requirements of the Government Buying Standards (GBS) for Imaging Products, Energy Star Rating and Article 6 of the Energy Efficiency Directive (EED) Standards. Full details can be accessed via the following link:

[https://www.gov.uk/government/publications/sustainable-procurement-the-gbs-for- office-ict-equipment](https://www.gov.uk/government/publications/sustainable-procurement-the-gbs-for-office-ict-equipment)

### 11.2.2

The SUPPLIER shall ensure that all Electric and Electronic Equipment (EEE) provided in association with the delivery of the Product Range, is compliant with Restriction of Hazardous Substances (RoHs) Regulations and WEE Regulations, where appropriate, including Producer Compliance Scheme registration. Full details can be accessed via the following link

<https://www.gov.uk/guidance/rohs-compliance-and-guidance>

### 11.2.3

The SUPPLIER shall comply and operate to the standard ISO 14001; Eco-Management and Audit Scheme (EMAS) or a nationally recognised agreed equivalent accredited standard for the scope of the Product Range.

### 11.2.4

The SUPPLIER shall work co-operatively and provide assistance to Contracting Authorities to support the Government’s Agenda to meet the Greening Government Commitments (GGC), including associated reporting requirements, details of which can be accessed via the following link:

<https://www.gov.uk/government/publications/greening-government-commitments>

### 11.2.5

The SUPPLIER shall effectively manage the Product Range supplied under this Framework Agreement, in order to minimise any impact on the environment. Where appropriate, the SUPPLIER shall work proactively with Contracting Authorities in relation to, but not limited to, the following areas:

* + - * noise reduction;
			* removal of unwanted Consumables;
			* heat production in confined spaces.

### 11.2.6

The SUPPLIER shall minimise the amount of packaging required for safe transportation and delivery of Equipment when requested by Contracting Authorities, the SUPPLIER shall provide evidence of how this is achieved including the purpose for each piece of packaging and whether the packaging originates from recycled / sustainable sources.

### 11.2.7

The SUPPLIER shall be responsible for the collection and disposal of all packaging, materials and redundant or replacement spare parts in accordance with WEEE Regulations as detailed at the link below:

[https://www.gov.uk/electricalwaste-producer-SUPPLIER-responsibilities/your- responsibilities](https://www.gov.uk/electricalwaste-producer-supplier-responsibilities/your-responsibilities)

### 11.2.8

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

### 11.2.9

The SUPPLIER shall ensure that devices have the ability to program duty days and hours e.g overnight and weekends. Minimal energy consumption when off duty (state energy consumption Watts).

### 11.2.10

Automatic drop into standby mode if no jobs queued. Minimal energy consumption on standby (state energy consumption (Watts).

### 11.2.11

No standby heating to minimise power consumption: On demand/induction heating/fixing – First Print Out Time (state duration (mins/secs)).

## 11.3 Return of Consumables and Redundant Parts

### 11.3.1

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

### 11.3.2

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

### 11.3.3

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

### 11.3.4

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

### 11.3.5

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

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

### 11.3.6

The SUPPLIER shall, when requested by the AUTHORITY and/or Contracting Authorities, provide the following information:

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

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# Contract Management

The AUTHORITY will nominate points of contact and deputies for Account Management, Contract Management and Service Management.

## 12.1

Whilst the AUTHORITY recognises and accepts that the use of approved third parties may be involved in the delivery of the requirement, it is expected that the SUPPLIER will manage, control and maintain all AUTHORITY facing activity.

## 12.2

The quality of management and management information provided by the SUPPLIER is critical. Management must be systematic, responsive, and thorough. Management information must be regular (at least monthly) as defined with the AUTHORITY, timely, accurate and flexibly presented.

## 12.3

The SUPPLIER will appoint a point of contact for Account Management, Contract Management and Service Management for the AUTHORITY’S account to ensure that all the requirements and SLA’s of the contract are met or exceeded. These contacts will be the principle point of contact for any escalations, complaints or issues and will be named and any changes will be reported to the AUTHORITY. The Account contacts will be familiar with all aspects of the contract and associated SLA’s and Service Credits. They will be suitably experienced in the role with awareness of the latest version of ITIL principles.

## 12.4

The SUPPLIER will provide and supply details of alternative cover arrangement and contacts in the event of annual leave or any other (un)planned absence.

## 12.5

Where service or performance by the SUPPLIER falls below the required level then the SUPPLIER must ensure appropriate extra resources are committed promptly at no extra cost to the AUTHORITY.

## 12.6

The SUPPLIER will continuously monitor all requirements and SLAs. The SUPPLIER will attend a named AUTHORITY sites to present a full analysis of its performance, issues, resolution and improvement plans.

## 12.7

If an unresolved issue is formally escalated to the AUTHORITY, the AUTHORITY’S third party, or the SUPPLIER, or any other relevant parties, all will be expected to meet and cooperate to work for a successful resolution.

## 12.8

The SUPPLIER will always inform and agree with the AUTHORITY before making visits to any of its sites (other than for breakdown calls by service engineers), ensuring that all the AUTHORITY current COVID19 regulations are adhered to. All visitors should have photographic id such as a passport or driving licence which may be inspected by the AUTHORITY.

## 12.9

Any SUPPLIER visits to any of the AUTHORITY Sites or AUTHORITY business must not incur any expenses (travel or subsistence) that are recharged back to the AUTHORITY

## 12.10

The AUTHORITY will log tickets on the AUTHORITY ITSM toolset.

All calls logged should be managed formally and measured against appropriate SLA’s and service credits.

Escalations will be emailed in from the AUTHORITY Service Management team only. The process will be formally agreed, along with Risks and Issues by the AUTHORITY no less than a month post go live.

## 12.11

The SUPPLIER will acknowledge documented complaints by the AUTHORITY within two working days. The SUPPLIER will formally respond to documented complaints, in writing within ten working days.

## 12.12

Complaints have to be formally raised by named (or a designated team of) AUTHORITY staff to be agreed with the SUPPLIER. The AUTHORITY or the SUPPLIER can then formally escalate the issue by documenting it to the appropriate teams.

## 12.13

If the issue remains unresolved after a further 5 working days, it can be formally escalated to the AUTHORITY or the SUPPLIER Contract Manager.

# Payments and Invoicing

## 13.1

Invoicing should be quarterly in advance for lease hire Meter clicks charges should be submitted quarterly in arrears.

Invoice Address:

Shared Services Arvato,

5 Sandringham Park,

Swansea Vale,

Swansea,

SA7 0EA

## 13.2

The amount due to be billed should be e-mailed to a nominated member/s of AUTHORITY staff to quality check and agree five days prior to invoicing.

## 13.3

All payments will be made to the SUPPLIER within 30 days of receiving the invoice unless the invoice is in dispute. If payment is in dispute this will follow the formal dispute process.

## 13.4

There must be one invoice for lease / hire and an additional quarterly invoice for meter clicks, both broken down by costs, location and type per device

## 13.5

Where service credits are awarded they must be detailed on the next quarterly invoice. The credit must be deducted from the normal quarterly charges.

## 13.6

The SUPPLIER must give details of how meter readings will be captured including frequency and method taking into consideration the AUTHORITY security limitations.

# Service Reporting

## 14.1

Service reporting documentation to be received electronically by the AUTHORITY Designated Officer within 5 Working Days of the end of each monthly reporting period. It is expected that the reporting element will be fully compliant by the end of the first quarter.

## 14.2

The SUPPLIER will attend a named AUTHORITY site or virtually to present a full analysis of its performance, issues, resolution and improvement plans on a monthly basis.

## 14.3

The SUPPLIER will provide a sample service pack / report at tender return.

As minimum the documentation must include

Device level

Performance against SLA including detailed breakdown of failed SLA’s

% uptime (availability)

Click counts by type

Incident Analysis

Average incident response times

Review of device usage by location and identification of device moves to maximise serviceability

Detail of all failures to achieve Service Levels

Critical Service Failures and details in relation thereto

Repeat failures, actions taken to resolve the underlying cause and prevent recurrence

The Service Credits to be applied in respect of the relevant period indicating the failures and Service Levels to which the Service Credits relate; and such other details as the AUTHORITY may reasonably require from time to time.

And high level detail of

Monthly Executive summary, including highlights and low lights

Overall performance against SLA including detailed breakdown of failed SLA’s

% uptime by site (availability)

% uptime of all devices on the AUTHORITY estate(s)

Incident volumes & availability

Average incident response times by site

Review of notified and agreed risks and issues

Service Credit details

Security Breach analysis

Complaint analysis

Change control review

Summary detail of all failures to achieve Service Levels

Summary detail of Critical Service Failures and details in relation thereto

Summary of repeat failures, actions taken to resolve the underlying cause and prevent recurrence

RAG Status per SLA, per month, on a chart to show trending

Summary of the Service Credits to be applied in respect of the relevant period indicating the failures and Service Levels to which the Service Credits relate; and such other details as the AUTHORITY may reasonably require from time to time.

## 14.4

All devices must be identified by model, asset number and location.

## 14.5

Major Incident Report (MIR’s) following major outages should be supplied to the AUTHORITY within 5 calendar days of the Major incident

# Bids and offer format

## 15.1

SUPPLIERS must provide full details of the proposed solution

## 15.2

SUPPLIERS must provide a detailed and succinct response to the mandatory requirements laid out in all sections of this document.

## 15.3

Each response must clearly identify as to which section of this document it refers to.

## 15.4

Your response to each requirement must be capable of being read and evaluated without reference to your response to any of the other requirements (you may repeat anything if you feel it is relevant).

### 15.4.1

Your response must contain details of any assumptions made

### 15.4.2

A Call off order form will be required to be completed when SUPPLIER has been awarded contract.

Failure to provide a response in accordance with above may mean your tender is either deemed non-compliant or not fully evaluated against the correct criteria.

#  Annex 1 Location

|  |
| --- |
| SITE |
| ABERDEEN GVTS/LGV/DTC |
| ABERDEEN MPTC |
| ABERGAVENNY DRIVING TEST CENTRE |
| ABERYSTWYTH DTC |
| ABINGDON WEIGHBRIDGE |
| AIRDRIE DRIVING TEST CENTRE |
| ALNESS DRIVING TEST CENTRE |
| ALNWICK DTC |
| ASHFORD (KENT) DRIVING TEST CENTRE |
| ASHFORD (MIDDEX) DRIVING TEST CENTRE |
| ASHFORD HRTI |
| ASHLEY HEATH WEIGHBRIDGE |
| ATHERTON (WIGAN) MPTC |
| AYLESBURY DTC |
| AYR MPTC |
| BADBURY ENFORCEMENT |
| BALA DRIVING TEST CENTRE |
| BANBURY DRIVING TEST CENTRE |
| BANGOR MPTC |
| BARKING DRIVING TEST CENTRE |
| BARNET DTC |
| BARNSLEY DRIVING TEST CENTRE |
| BARNSTAPLE DTC |
| BARROW DRIVING TEST CENTRE |
| BARRY TTTTC |
| BASILDON MPTC |
| BASINGSTOKE DTC |
| BEATTOCK SUMMIT WEIGHBRIDGE |
| BELVEDERE SECTOR OFFICE /DTC |
| BERKELEY HOUSE |
| BERWICK UPON TWEED TEST STATION  |
| BEVERLEY GVTS |
| BICESTER (CHERWELL)  |
| BIRMINGHAM OTC |
| BIRMINGHAM (GARRETTS GREEN) MPTC |
| BIRMINGHAM (KINGS HEATH) DTC |
| BIRMINGHAM (KINGSTANDING) DTC |
| BIRMINGHAM (SHIRLEY) DTC |
| BIRMINGHAM (SOUTH YARDLEY) DTC |
| BIRMINGHAM (SUTTON COLDFIELD) DTC |
| BIRMINGHAM WYNDLEY |
| BISHOPBRIGGS (GLASGOW) TEST STATION  |
| BISHOPS STORTFORD DRIVING TEST CENTRE |
| BLACKBURN MPTC |
| BLETCHLEY DRIVING TEST CENTRE |
| BLYTH DRIVING TEST CENTRE |
| BODMIN (BEATRICE ROAD) DTC |
| BOLTON DRIVING TEST CENTRE |
| BOREHAMWOOD DTC |
| BOSTON DRIVING TEST CENTRE |
| BOSTON SPA ENFORCEMENT  |
| BOUGHTON ENFORCEMENT |
| BOURNEMOUTH DRIVING TEST CENTRE |
| BOWDON ENFORCEMENT |
| BRADFORD HEATON DRIVING TEST CENTRE |
| BRADFORD THORNBURY DTC |
| BRECON DRIVING TEST CENTRE |
| BREDBURY MPTC |
| BRENTWOOD DRIVING TEST CENTRE |
| BRIDGEND DTC |
| BRIDLINGTON |
| BRISTOL BRISLINGTON DTC |
| BRISTOL GVTS |
| BRISTOL MPTC  |
| BRISTOL SOUTHMEAD DRIVING TEST CENTRE |
| BROMBOROUGH TEST STATION |
| BROMBOROUGH THURSBY HOUSE |
| BROMBOROUGH THURSBY HOUSE |
| BURGESS HILL MPTC |
| BURTON UPON TRENT MPTC |
| BURY DRIVING TEST CENTRE |
| BURY ST EDMUNDS DTC |
| BUXTON DRIVING TEST CENTRE |
| CAERNARFON TEST STATION  |
| CAMBRIDGE BROOKMOUNT COURT DTC |
| CAMBRIDGE MPTC |
| CAMBRIDGE OTC (EASTERN)  |
| CANTERBURY DRIVING TEST CENTRE |
| CANTERBURY TEST STATION  |
| CARDIFF (LLANISHEN) |
| CARDIGAN DTC |
| CARLISLE MPTC |
| CARLISLE TEST STATION |
| CARMARTHEN DTC |
| CASTLE DOUGLAS DTC |
| CHADDERTON TEST STATION |
| CHARLESFIELD GVTS |
| CHEETHAM DRIVING TEST CENTRE |
| CHELMSFORD TEST STATION  |
| CHELTENHAM DRIVING TEST CENTRE |
| CHERTSEY DRIVING TEST CENTRE |
| CHESTER DTC |
| CHESTERFIELD DRIVING TEST CENTRE |
| CHICHESTER YORK HOUSE |
| CHILCOMB HRTI |
| CHINGFORD DRIVING TEST CENTRE |
| CHIPPENHAM DRIVING TEST CENTRE |
| CHORLEY DRIVING TEST CENTRE |
| CLACTON ON SEA DRIVING TEST CENTRE |
| COLCHESTER DRIVING TEST CENTRE |
| COLDRA |
| COVENTRY DRIVING TEST CENTRE |
| CRAIGFORTH WEIGHBRIDGE |
| CRAWLEY (PEASE POTTAGE) DRIVING TEST CENTRE |
| CREWE DRIVING TEST CENTRE |
| CRICK ENFORCEMENT |
| CROYDON DRIVING TEST CENTRE |
| CUERDEN WEIGHBRIDGE |
| CULHAM LGV |
| CUMNOCK DTC |
| DALAR HIR WEIGHBRIDGE |
| DARLINGTON MPTC  |
| DARLINGTON TEST STATION  |
| DARTFORD CROSSING/TO OUTSTATION |
| DERBY TEST STATION  |
| DONCASTER CAVENDISH COURT |
| DONCASTER DRIVING TEST CENTRE |
| DONCASTER TEST STATION  |
| DORCHESTER (POUNDBURY) DTC |
| DOVER EAST WEIGHBRIDGE |
| DOVER SECTOR OFFICE |
| DOXEY ENFORCEMENT  |
| DUDLEY DTC |
| DUMBARTON TAKING TESTING |
| DUMFRIES DTC |
| DUMFRIES LGV  |
| Dumfries Workshop |
| DUNDEE MPTC |
| DUNKIRK ENFORCEMENT |
| DUNOON DTC |
| DURHAM DRIVING TEST CENTRE |
| EASTBOURNE (SOUTH EASTERN LONDON) OTC |
| EASTBOURNE DTC |
| EDINBURGH (SCOTTISH) OTC  |
| EDINBURGH CURRIE DRIVING TEST CENTRE |
| ELGIN DTC |
| ELLIPSE - 1ST AND 2ND FLOORS |
| ELMSWELL HRTI |
| ELSWICK DRIVING TEST CENTRE |
| ENFIELD LGV |
| ENFIELD MULTI PURPOSE TEST CENTRE |
| ERITH MPTC |
| EWLOE WEIGHBRIDGE |
| EXETER MPTC |
| EXETER TEST STATION  |
| FARNBOROUGH MPTC |
| FEATHERSTONE (WOLVERHAMPTON) TEST STATION  |
| FOLKESTONE DTC |
| FRASERBURGH DRIVING TEST CENTRE |
| GALASHIELS DRIVING TEST CENTRE |
| GARSTON DRIVING TEST CENTRE |
| GATESHEAD (DUNSTON) MPTC |
| GILLINGHAM MPTC |
| GILLINGHAM TEST STATION  |
| GLASGOW (SHIELDHALL) MPTC |
| GLASGOW ANNIESLAND DRIVING TEST CENTRE |
| GLASGOW BAILLIESTON DRIVING TEST CENTRE |
| GLENLUCE HRTI |
| GLOUCESTER MPTC |
| Grangemouth Business Centre (Roseland Hall) |
| GRANTHAM TEST STATION |
| GREENFORD HORSENDEN LANE DRIVING TEST CENTRE |
| GREENHAM MPTC |
| GREENOCK DRIVING TEST CENTRE |
| GRIMSBY TEST STATION  |
| GUILDFORD TEST STATION  |
| HADDINGTON DRIVING TEST CENTRE |
| HALIFAX DRIVING TEST CENTRE |
| HAMILTON DRIVING TEST CENTRE |
| HANDCROSS ENFORCEMENT  |
| HARTLEPOOL DRIVING TEST CENTRE |
| HASTINGS (ORE) TEST STATION  |
| HECKMONDWIKE DRIVING TEST CENTRE |
| HENDON DRIVING TEST CENTRE |
| HEREFORD DTC |
| HEREFORD KEMBLE HOUSE |
| HERNE BAY MPTC |
| HEXHAM DTC |
| HIGH WYCOMBE DRIVING TEST CENTRE |
| HILLCREST HOUSE |
| HINCKLEY DRIVING TEST CENTRE |
| HITHER GREEN DRIVING TEST CENTRE |
| HORNCHURCH DRIVING TEST CENTRE |
| HORSFORTH DRIVING TEST CENTRE |
| HUDDERSFIELD DRIVING TEST CENTRE |
| HULL MPTC |
| HYDE DRIVING TEST CENTRE |
| ILFORD GOODMAYES DRIVING TEST CENTRE |
| IMMINGHAM ENFORCEMENT SITE |
| INVERNESS MPTC |
| INVERNESS TEST STATION  |
| IPSWICH ICENI |
| IPSWICH MPTC |
| IRVINE DTC |
| ISLEWORTH DRIVING TEST CENTRE |
| JOHNS CROSS ENFORCEMENT |
| JUBILEE HOUSE |
| KENDAL DTC |
| KETTERING MPTC |
| KIDDERMINSTER TEST STATION  |
| KILMARNOCK TEST STATION  |
| KING GEORGE DOCK WEIGHBRIDGE |
| KINGS LYNN MPTC |
| KIRKALDY MPTC |
| KIRKHAM (PRESTON) TEST STATION  |
| KIRKWALL DRIVING TEST CENTRE |
| KIRKWALL TEST STATION  |
| KNARESBOROUGH DRIVING TEST CENTRE |
| KNOWSLEY, LIVERPOOL |
| LANARK DRIVING TEST CENTRE |
| LANCING TEST STATION  |
| LAUNCESTON DTC |
| LEATHERHEAD WEIGHBRIDGE  |
| LEE ON THE SOLENT (FAREHAM) MPTC |
| LEEDS (PATRICK GREEN) TEST STATION  |
| LEICESTER TEST STATION  |
| LEICESTER WIGSTON DRIVING TEST CENTRE |
| LEICESTER WIGSTON MMA |
| LEIGHTON BUZZARD TEST STATION  |
| LETCHWORTH DRIVING TEST CENTRE |
| LICHFIELD DRIVING TEST CENTRE |
| LINCOLN MPTC |
| LIVINGSTON TEST STATION  |
| LLANELLI DRIVING TEST CENTRE |
| LLANTRISANT (CARDIFF) TEST STATION  |
| LOCHGILPHEAD TEST STATION  |
| LOUGHBOROUGH DTC (ARK BUSINESS CENTRE) |
| LOUGHTON DTC |
| LOWESTOFT DTC |
| LUDLOW (ECO PARK) DTC |
| LUTON DRIVING TEST CENTRE |
| Macclesfield (Bailey Business Court) DTC |
| MACCLESFIELD MPTC (TEMP) |
| MACHYNLLETH INVESTIGATIONS OFFICE |
| MAIDSTONE DRIVING TEST CENTRE |
| MALTON DRIVING TEST CENTRE |
| MELTON MOWBRAY (PHOENIX HOUSE) DTC  |
| MERTHYR TYDFIL DTC |
| MIDDLESBOROUGH DRIVING TEST CENTRE |
| MILL HILL B DRIVING TEST CENTRE |
| MILNTHORPE TEST STATION  |
| MITCHAM DTC |
| MONMOUTH DRIVING TEST CENTRE |
| MORDEN DRIVING TEST CENTRE |
| MUSSELBURGH MPTC |
| NELSON DRIVING TEST CENTRE |
| Nesscliffe Enforcement |
| NEWBURY TEST STATION  |
| NEWCASTLE (GOSFORTH) TEST STATION  |
| NEWPORT (GWENT) LGV |
| NEWPORT (IOW) DRIVING TEST CENTRE |
| NEWPORT MPTC |
| NEWPORT PAGNELL WEIGHBRIDGE |
| NEWTON ABBOT DRIVING TEST CENTRE |
| NEWTOWN DTC |
| NORRIS GREEN DRIVING TEST CENTRE |
| NORTHALLERTON DTC |
| NORTHAMPTON DTC |
| NORTHAMPTON TEST STATION  |
| NORTHWICH DRIVING TEST CENTRE |
| NORWICH MPTC |
| NORWICH TEST STATION  |
| NOTTINGHAM CHILLWELL |
| NOTTINGHAM (COLWICK) DRIVING TEST CENTRE |
| NOTTINGHAM (WATNALL) TEST STATION  |
| NUNEATON DRIVING TEST CENTRE |
| OSWESTRY DRIVING TEST CENTRE |
| OXFORD (KASSAM STADIUM) MPTC |
| OXFORD DRIVING TEST CENTRE |
| PAISLEY DRIVING TEST CENTRE |
| PEEBLES DRIVING TEST CENTRE |
| PEMBROKE DOCK DTC |
| PENZANCE DRIVING TEST CENTRE |
| PERTH TEST STATION  |
| PETERBOROUGH MPTC |
| PETERBOROUGH TEST STATION  |
| PETERHEAD DTC |
| PINNER DRIVING TEST CENTRE |
| PLYMOUTH MPTC |
| PLYMOUTH TEST STATION |
| PONTEFRACT DRIVING TEST CENTRE |
| PONTYPRIDD DRIVING TEST CENTRE |
| POOLE DOCKS WEIGHBRIDGE |
| Poole DTC |
| POOLE TEST STATION  |
| PORTREE TEST STATION  |
| PORTSMOUTH DOCKS ENFORCEMENT |
| PORTSMOUTH DRIVING TEST CENTRE |
| PRESTON DRIVING TEST CENTRE |
| PWLLHELI DRIVING TEST CENTRE |
| PYTCHLY ENFORCEMENT |
| QUINTON ENFORCEMENT |
| READING DRIVING TEST CENTRE |
| REDDITCH DRIVING TEST CENTRE |
| REDHILL DTC |
| REDRUTH (CAMBORNE) TEST STATION  |
| RHYL DRIVING TEST CENTRE |
| ROCHDALE DTC |
| ROOKLEY LGV |
| ROTHERHAM MPTC |
| RUGBY DTC |
| SALE DRIVING TEST CENTRE |
| SALISBURY DRIVING TEST CENTRE |
| SALISBURY TEST STATION  |
| SAMPFORD PEVERELL WEIGHBRIDGE |
| SANDBACH ENFORCEMENT  |
| SAWTRY WEIGHBRIDGE |
| SCARBOROUGH TEST STATION  |
| SCOTCH CORNER ENFORCEMENT |
| SCUNTHORPE MPTC |
| SEVENOAKS DRIVING TEST CENTRE |
| SHEFFIELD (HANDSWORTH) TEST STATION  |
| SHEFFIELD MIDDLEWOOD ROAD DTC |
| SHREWSBURY (HARLESCOTT) TEST STATION  |
| SHREWSBURY MPTC |
| SIDCUP DRIVING TEST CENTRE |
| SKEGNESS DTC |
| SKIPTON DRIVING TEST CENTRE |
| SLOUGH DTC |
| SOUTH MIMMS SECTOR OFFICE |
| SOUTH SHIELDS DRIVING TEST CENTRE |
| SOUTHALL DRIVING TEST CENTRE |
| SOUTHAMPTON FOREST HILLS DRIVE DRIVING TEST CENTRE |
| SOUTHAMPTON MAYBUSH DRIVING TEST CENTRE |
| SOUTHAMPTON SVA STATION |
| SOUTHAMPTON TEST STATION  |
| SOUTHEND-ON-SEA DTC |
| SOUTHPORT DTC |
| SPEKE DRIVING TEST CENTRE |
| SPROTBROUGH SECTOR OFFICE  |
| ST ALBANS DTC |
| ST HELENS MPTC |
| STAFFORD DRIVING TEST CENTRE |
| STEETON LGV |
| STEVENAGE DRIVING TEST CENTRE |
| STIRLING DTC |
| STOKE (COBRIDGE) DTC |
| STOKE (NEWCASTLE UNDER LYME) DTC |
| STOKE SWYNNERTON |
| STONE CROSS TMC - WIGAN |
| STORNAWAY (LEWIS) DTC |
| SUNDERLAND DTC (ARRIVA) |
| SUTTON IN ASHFIELD (SHERWOOD HOUSE) DTC |
| SWANSEA MPTC |
| SWINDON LGV |
| SWINDON MPTC |
| SWITCH ISLAND ENFORCEMENT  |
| TAUNTON MPTC |
| TELFORD DRIVING TEST CENTRE |
| THE AXIS |
| The Lightbox |
| THORNHAM ENFORCEMENT  |
| Thurrock (Roadtrain) LGV |
| TILBURY DTC - MONTANA HOUSE |
| TODHILLS |
| TOLWORTH DRIVING TEST CENTRE |
| TORMARTON WEIGHBRIDGE |
| TOTTENHAM |
| Trowbridge DTC |
| TUNBRIDGE WELLS DRIVING TEST CENTRE |
| TYNESIDE HOUSE  |
| UNITS 5, 6, 7,8 & 9 CIRCUIT |
| UPTON DRIVING TEST CENTRE |
| UXBRIDGE MPTC |
| WAKEFIELD MPTC |
| WALL ENFORCEMENT  |
| WALLASEY DRIVING TEST CENTRE |
| WALTON GVTS/LGV |
| WANSTEAD DRIVING TEST CENTRE |
| WARRINGTON DTC |
| WARWICK DRIVING TEST CENTRE |
| WARWICK DRIVING TEST CENTRE, |
| WATFORD DTC |
| WEDNESBURY DRIVING TEST CENTRE |
| WELLFIELD WEIGHBRIDGE |
| WEST DIDSBURY DTC |
| WEST WICKHAM DRIVING TEST CENTRE |
| WESTON SUPER MARE DRIVING TEST CENTRE |
| WHITBY DRIVING TEST CENTRE |
| WHITCHURCH DRIVING TEST CENTRE |
| WICK MMA |
| WICK TEST STATION |
| WIDNES DRIVING TEST CENTRE |
| WINCHESTER DRIVING TEST CENTRE |
| WOLVERHAMPTON MPTC |
| WOOD GREEN DTC |
| WORCESTER DRIVING TEST CENTRE |
| WORKINGTON MOSS BAY HOUSE DTC |
| WORKSOP DRIVING TEST CENTRE |
| WREXHAM DTC |
| WREXHAM TEST STATION  |
| YEADING TEST STATION  |
| YEOVIL DTC |
| YORK (ARABESQUE) DTC |

Site contacts will be provided post award.

#  Annex 2 – Network Technical Spec

The AUTHORITY uses a Windows 10 operating system for laptops and desktops, iOS operating system for mobile devices and macOS for a small number of laptops.

The AUTHORITY has a cloud-based infrastructure and printing is hosted via the PrinterLogic software solution. DHCP is managed by the AUTHORITY Infrastructure team, this includes creating a reservation for the printer.

Less than 1% of operational sites are not linked to the DVSA network and therefore will be required to operate as a stand-alone device with an IP fixed directly to the device.

**IRDT (Integrated Register of Driver Trainers) Printing**

The AUTHORITY currently prints from approx. 10 devices via a bespoke application. Although the replacement of these devices are out of scope for this requirement, the AUTHORITY would welcome productive collaboration around future support of these devices.

#  Annex 4 – Service Levels & Scope

* 1. This section sets out the Service Levels which the SUPPLIER is required to achieve when delivering the Services, the mechanism by which Service Failures will be managed and the method by which the SUPPLIER's performance of the Services by the SUPPLIER will be monitored.
	2. The objectives of the Service Levels and Service Credits are to ensure that the Services are of a consistently high quality and meet the requirements of the AUTHORITY and to provide a mechanism whereby the AUTHORITY can attain meaningful recognition of inconvenience and/or loss resulting from the SUPPLIER's failure to deliver the level of Service for which it has contracted to deliver and incentivise the SUPPLIER to meet the Service Levels and to remedy any failure to meet the Service Levels expeditiously.
	3. The SUPPLIER shall monitor its performance of each of the Services referred to in Service Levels and performance standards by reference to the Service Level(s) for that part of the Service and shall send the AUTHORITY a report detailing the level of service which was achieved in accordance with the provisions as referred to in Section 14 of this document
	4. If the level of performance of the SUPPLIER of any element of the Services during Lease Agreement Period fails to achieve a Service Level in respect of each element of the Service, then the AUTHORITY shall make a deduction from the Lease Agreement Charges in accordance with Annex 5 or constitutes a Critical Service Failure.
	5. Service credits capped at 10% of the lease cost.

**Performance Monitoring**

* 1. The methodology for monitoring the Services to ensure that the SUPPLIER is complying with the Service Levels; and for identifying any failures to achieve Service Levels in the performance of the SUPPLIER and/or delivery of the Services ("Performance Monitoring System").
	2. Within 20 Working Days of the Commencement Date the SUPPLIER shall provide the AUTHORITY with details of how the process in respect of the monitoring and reporting of Service Levels will operate between the Parties and the Parties will endeavour to agree such process as soon as reasonably possible.
	3. The parties shall attend meetings to discuss Service Level reports ("Performance Review Meetings") on a monthly basis (unless otherwise agreed). The Performance Review Meetings will be the forum for the review by the SUPPLIER and the AUTHORITY of the Performance Monitoring Reports.
	4. The Performance Review Meetings shall (unless otherwise agreed) take place within one (1) week of the reports being issued by the SUPPLIER. Take place at such location and time (within normal business hours) as the AUTHORITY shall reasonably require unless otherwise agreed in advance and be attended by the SUPPLIER's Representative and the AUTHORITY's Representative; and be fully minuted by the SUPPLIER.
	5. The prepared minutes will be circulated by the SUPPLIER to all attendees at the relevant meeting and also to the AUTHORITY's representative and any other recipients agreed at the relevant meeting. The minutes of the preceding month's Performance Review Meeting will be agreed and signed by both the SUPPLIER's representative and the AUTHORITY's Representative at each meeting.
	6. The AUTHORITY shall be entitled to raise any additional questions and/or request any further information regarding any failure to achieve Service Levels.
	7. The SUPPLIER shall provide to the AUTHORITY such supporting documentation as the AUTHORITY may reasonably require in order to verify the level of the performance by the SUPPLIER and the calculations of the amount of Service Credits for any specified period.
	8. In order to assess the level of performance of the SUPPLIER, the AUTHORITY will undertake satisfaction surveys in respect of the SUPPLIER's provision of the Services.
	9. The AUTHORITY shall be entitled to notify the SUPPLIER of any aspects of their performance of the Services which the responses to the Satisfaction Surveys reasonably suggest are not in accordance with the Lease Agreement.

**Service Levels and performance standards**

**PS1** **Availability of all Multi-Function Device functionality**.

98% Service within the AUTHORITY’s Core Business Hours (07.00-1900 Monday – Friday, excluding Bank Holidays). – **at least 1 working device at each site**

High Up Time is critical for all products. This will be a result of excellence in design, materials, build, maintenance and support. Up Time is here defined as the % of time that all primary functions are running simultaneously out of the supported hours per quarter. Primary functions include print, copy, scan and email plus any other feature critical to the performance of the product (for example, finisher). As a minimum, the AUTHORITY requires 98% Up Time.

For example, with 62 days in a quarter at 12 hours per day, all primary functions are required to be available for over 729 hours out of 744 hours covered.

The SUPPLIER must provide automatic replacement, on a like for like basis under the same terms and agreement end date, where:

i) A product has had a minimum of 6 breakdown calls for the same fault which results in the equipment not being able to produce print/copy in one quarter

ii) A product has not achieved the expected Up Time two quarters in a row.

iii) A colour product has become incapable of achieving the reference standard.

iv) A mono product has become incapable of achieving the specified dpi.

For calculation purposes the clock is deemed to have started when a call has been logged within the specified support hours (0900hrs – 1700hrs Monday to Friday), and service ticket provided. The clock stops when the AUTHORITY agrees with the SUPPLIER that the incident has been fixed. The AUTHORITY considers out of core business hours as clock the stopped.

Any equipment supplied under the framework agreement, which proves to be unsatisfactory, must be replaced with an identical satisfactory, AUTHORITY approved, piece of equipment within 5 working days of notification from the end-user/stakeholder.

**PS2** **Restoration and fix**

100% Restoration time maximum average of 4 working hours including ability to print to an alternative printer(s) within the same premises.

The SUPPLIER must provide automatic loan, on a like for like basis, where a product has been down for 24 working hours continuously. The loan product must be up and running at the end of that 24 hour period and must remain in place until the original product is fully operational.

**PS3** **Help/Service desk Availability in core service hours**

100% 0900hrs – 1700hrs Monday to Friday maintenance and support hours, as a minimum, excluding bank holidays. It will be possible for the AUTHORITY to:

i) Log support calls with a help desk by phone and access to a service portal between the hours of 0700hrs – 1900hrs. The AUTHORITY will need to understand the support model in detail.

ii) Log calls through automated email service alerts direct from each networked product where this is specifically authorised and facilitated by the AUTHORITY.

iii) Receive telephone support for all products.

iv) Receive remote support via the network where this is specifically authorised and facilitated by the AUTHORITY.

v) Provide specialist IT telephone, remote access & field support where requested by the AUTHORITY

**PS4** **No Security Breaches**

No security breaches in the previous month.

**PS5** **Security Breaches reported to the AUTHORITY**

As per requirement, section 9.9 of this document.

100% Compliance with Requirement. All actual incidents to be reported to AUTHORITY designated officer within 1 working day of discovery.

**PS6** **Monthly Service Report**

To be received by the AUTHORITY’s Designated Officer within 5 Working Days at the end of the agreed reporting period.

**PS7** **Complaints**

100% All complaints received about the service to be answered in writing or by e-mail to AUTHORITY’s designated officer within 5 Working Days of receipt

**PS8 Installation acceptance documents**

100% All installation acceptance documentation to be supplied to the AUTHORITY’s Designated Officer within 10 Working Days of a project request being made

**PS9** **Change control responses**

100% Responses to a valid change control request to be received by the AUTHORITY’s Designated Officer within 5 Working Days of receipt.

**PS10 Change Control Delivery of goods or services**

100% Delivery of goods or services requested via formal change request/control, signed off by the AUTHORITY within 7 Working Days of SUPPLIER receipt, or as agreed by the AUTHORITY.

**PS11** **Major Incident Report (MIR’s)**

100% MIRs to be e-mailed to AUTHORITY designated officer within 5 working days.

**PS 12 First time Fix Rate**

95% The minimum 1st time fix rate at device level will not be lower than 95%, as measured over any monthly period. This is of paramount importance to provide an ongoing high standard of Up Time. (for avoidance of doubt, the 1st visit to the device will fix the issue).

#  Annex 5 – Service Credit Table

Service Levels and the Service Level required are detailed in the following table which shows those Service Levels

The Service Credits shall be calculated as shown below and take the form of the percentage of the Lease Agreement Charges to be deducted from the next invoice payable by the Customer. Such deductions shall be limited to a maximum of 10% of the Lease Agreement Charges per month in the month of failure.

| **REQUIREMENT** | **EXAMPLE** |
| --- | --- |
| **Service Level** | **Service Level required** | **Critical Service Failure?** | **Subject to Service credit?** | **Weighting** | **Example level achieved** | **Failure (required minus achieved)** | **Weighting \* Failure** |
| **PS1** | **98%** | **See call off document section 14 Critical Service Failure** | **Y** | **0.5** | **90%** | **8%** | **4%** |
| **PS2** | **100%** | **See call off document section 14 Critical Service Failure** | **Y** | **0.5** | **95%** | **5%** | **2.5%** |
| **PS3** | **100%** | **No** | **Y** | **0.5** | **98%** | **2%** | **1%** |
| **PS4** | **Zero breaches** | **See call off document section 14 Critical Service Failure** | **Y** | **5** | **1 Breach** | **1 Breach** | **5%** |
| **PS5** | **100%** | **See call off document section 14 Critical Service Failure** | **Y** | **5** | **1 Failure to report in 24 hr period** | **1 per Breach** | **5%** |
| **PS6** | **Within 5 working days of report period** | **No** | **Y** | **1.0 per day late** | **5 days late** | **5** | **5%** |
| **PS7** | **Within 5 working days of receipt** | **No** | **Y** | **1.0 per day late** | **5 days late** | **5** | **5%** |
| **PS8** | **100%** | **No** | **N** | **N/A** | **N/A** | **N/A** | **N/A** |
| **PS9** | **Within 5 working days of receipt** | **No** | **Y** | **1.0 per day late** | **5 days late** | **5** | **5%** |
| **PS10** | **Within 7 working days of receipt** | **No** | **Y** | **.5 per day late** | **5 days late** | **2.5** | **2.5%** |
| **PS11** | **Within 5 working days** | **No** | **Y** | **.5 per day late** | **5 days late** | **2.5** | **2.5%** |
| **PS12** | **95%** | **No** | **Y** | **0.1** | **90%** | **5%** | **0.5** |