

**National Framework Agreement for the provision of a Managed Service for  
Technology Assets**

**Project Reference: F/031/MSTA/20/MH**

**SCHEDULE A**  
**FRAMEWORK AGREEMENT SPECIFICATION**

## SCHEDULE A. FRAMEWORK AGREEMENT SPECIFICATION

This national framework agreement for the provision of a managed service for technology assets will allow NHS authorities and other public sector bodies to procure a number of integrated technology products, software solutions and managed services from a single supplier. The solutions provided under this framework will maximise saving opportunities, improve productivity and reduce administration costs.

The supplier will provide a secure managed service of integrated technology products, software solutions and managed services. Under this secure service, the supplier will ensure any asset containing sensitive and confidential information complies with the requirements of the law (e.g. on a server, personal computer, printing device or electronic and paper documents), and will provide security that covers every entry point with multiple layers of protection. The NHS and wider public sector need security solutions that are simple to deploy, manage and customise, whilst also remaining accessible for employees to use.

At a high-level, the solution must provide:

- Asset security, tracking compliance and monitoring
- Asset optimisation and management tools
- Full security for data and documents
- Document management and storage
- Automated workflow processes from analogue and digital sources

At a high-level, the supplier must have in place/provide:

- Health and Social Care Network (HSCN) connection
- Consultancy, auditing and training services
- Ability to deploy, tag, configure, service and maintain assets or software
- Single ordering portal for the purchase of assets and consumables
- Warehousing and bonded stock management solutions
- National consolidated distribution to minimise the impact to Receipt and Distribution

### Assets and Asset Management

All in scope technology assets should be from a single Original Equipment Manufacturer. This will ensure group wide security policies can be enforced, managed and easily customised, as well as allowing common software to integrate different assets to improve operational productivity.

Bidders must offer a solution that encompasses all assets listed below.

- Laptop computers
- Desktops computers
- Workstations computers
- Tablets
- Display screens
- Printers (ink, laser & 3D)

- Scanners (stand-alone)

The solutions provided by the Bidder must be able to meet the following potential customer requirements as a minimum:

- Warranty – all assets will be provided with a comprehensive warranty of at least 12 months duration from the date of delivery or acceptance, whichever is later.
- Asset refresh – Bidders must be able to refresh assets without committing the client to a leasing agreement or contractual term.
- Management of existing assets – Bidders must be able to take over the management of existing assets. This may involve the agreement of financial liability and settlement with clients' previous supplier.
- Alternative technology – Bidders must be able to provide clients with alternative technology options to support the delivery of cost savings.
- Visibility of assets – Clients require real-time visibility of mobile technology assets to reduce search times and prevent theft.
- Disposal of assets – The Bidder must have suitable processes in place to ensure the secure disposal of technology assets in accordance with all applicable legislation.
- Cloud based asset management – Bidders must be able to provide remote cloud based solutions for the management, protection and optimisation of assets.
- Remote access – Bidders must have suitable solutions to support and manage remote access and control policies.
- Unauthorised use of assets – The solutions provided by the Bidder must support clients' mobile security policies and help control unauthorised use of assets.

## **Modular specification**

Bidders must offer a solution that encompasses all modular elements. These elements may be called off and established individually to enable authorities to adopt this technology with minimal impact to its patient services and available funding.

### **Security** - Bidders must offer the following minimum capabilities

- Approved HSCN Access Agreement in the supplier's name
- Asset protection to cover attack entry point-from the Basic Input/Output System (BIOS), hard drive and software
- Firmware to shield the BIOS against attacks and with customisable authentication
- Run-time Intrusion Detection to monitor firmware and memory operations
- Automatic assessment and reset of security settings to comply with Trust policies
- Cloud-based security solution to protect confidentiality of sensitive documents
- Management Solution to control compliance rules by user or by device
- PC identity protection solution beyond a password
- Remote data deletion on any managed asset
- Retrieval of confidential information from destroyed hard disks data

### **Printing** - Bidders must offer the following minimum capabilities

- Managed Print Services (MPS) combining hardware, software, and services
- Secure pull print solution for all computing devices including mobiles
- Server-based mobile print solution to integrate with current infrastructure

- Optimised Printed Stationery solution via litho press, digital press or desktop printing

## **Documents Storage and Management** - Bidders must offer the following minimum capabilities

- Document management solution to scan, store and retrieve information
- Workflow solution to capture, store, manage, share, find, and deliver information
- Convert paper-based processes into streamlined workflows
- Process all forms of unstructured digital information on a single platform
- Onsite secure document shredding solution

## **Support** - Bidders must offer the following minimum capabilities

- Full outsourced managed service to transfer the risk and reduce spend
- Web ordering solution for consumables, stock and assets via single E-proc platform
- Ability to support trust retained devices
- Onsite asset repair service next business day
- Scheduled preventative and emergency response to IT critical infrastructure for business continuity encompassing but not limited to uninterruptible power supplies UPS systems and their associated battery systems
- Technical Helpdesk Available 24x7 to cover all assets and operating systems
- One monthly payment for all requirements to improve efficiency

## **Storage and Distribution** - Bidders must offer the following minimum capabilities

- Provide a stock solution for the purchase of new assets
- Manage customer stock, property and assets in one secure location
- Setup and deployment assets to customer specific locations
- Consolidated deliveries of customer stock property and assets by department
- Pickup and return service of customers stock property and assets
- Remote solution to automate just in time (JIT) consumable replenishment
- Ability to supply associated consumables e.g. toner and stationery

## **Configuration** - Bidders must offer the following minimum capabilities

- Ability to deliver, install, commission and test assets
- Ability to install software, including on site image installation
- Ability to customise new asset to specific customer requirements
- Ability to customise smart card technology products to specific customer requirements
- Ability to Wi-Fi tag all managed assets

## **Consultancy** - Bidders must offer the following minimum capabilities

- Capability to provide an audit function
- Capability to provide a print security strategy
- Capability to provide cash releasing strategies
- Capability to provide VAT efficiency consultancy
- Capability to finance asset without the use of leasing agreements

**Standards, Accreditations and Certifications** – Bidders must meet the following minimum requirements

- All products supplied in connection with the Framework Agreement must be CE certified under the relevant directive.
- Bidders must have a defined and documented quality management system for the managed service offered such as IS EN ISO9001 or equivalent.
- Bidders must have a defined and documented information system security management system to a level at least equivalent to that of IS EN ISO 27001:2013 or equivalent.
- Bidders systems must follow a defined and documented project methodology for example PRINCE2.
- Bidders must hold (or commit to obtain, prior to commencement of the Framework Agreement if awarded) Cyber Security Essentials Basic accreditation.

### **Technical and Professional Ability - Relevant experience and contract examples**

Due to the potential risks to business-critical hospital systems that would arise from a solution that is unproven in a live healthcare environment, Suppliers must be able to demonstrate experience of implementing the entirety of this specification. At least one example in Section 6.1 of SCHEDULE C - PREREQUISITES must be a contract that includes all of the modular elements described above. The description of the contract must include specific financial, operational and clinical benefits that have been delivered.