# PICTS Contract

# Schedule 22

# Product and Services Catalogue

**Document Info**

**Version #:** 1.0

**Date:** 14 December 2016

**Revision History**

| Version | Date | Details of Changes | Author |
|---|---|---|---|
| 0.1 | | Conformed from original OMNI contract schedule | Authority |
| 0.2 | 14 Nov 2016 | Updates to reflect current situation | Sopra Steria |
| 0.3 | 23/11/16 | Further update | Sharpe Pritchard |
| 0.4 | 24/11/16 | Acceptance of and responses to update | Sopra Steria |
| 0.5 | 24/11/16 | Further update | Sharpe Pritchard |
| 1.0 | 14/12/16 | Final version for completion | Sharpe Pritchard |

## 1. Introduction

1.1 The Paragraphs below define the AUTHORITY's requirements for a Product and Services Catalogue, which shall be used to order standard items of Hardware, Software, Consumables, Equipment, Support and Installation services.

1.2 This Schedule is structured as follows:

(A) Service Packages

(B) Payment

(C) The Catalogue

(D) Provision of Catalogue Items

(E) Maintaining the Catalogue

(F) Not Used

(G) Ordering of Catalogue Items

(H) Services.

## 2. Service Packages

2.1 The items of Hardware and Software in the Product and Services Catalogue shall, where possible, be combined into standard Service Packages. Each Service Package shall be accompanied by a Service description, which details the standard components of that Service Package and the Service Levels which govern the supply of the Service Package.

2.2 The individual items that make up the standard Service Packages available on the Products and Services Catalogue shall also be available individually in order to enable replacement of individual components.

2.3 Upgrades to the standard Service Packages shall also be offered as options within the Product and Services Catalogue. In this way a User can be provided with any additional facilities required to perform their job, such as additional Software.

## 3. Payment

3.1 The Product and Services Catalogue items will be paid for centrally by the AUTHORITY but shall be invoiced in a way that will allow the AUTHORITY to easily recharge the cost from time to time.

## 4. The Catalogue

4.1 The AUTHORITY (or the AUTHORITY's SIAM Supplier acting on the AUTHORITY's behalf) shall provide a list of jointly approved Software, Equipment, Consumables, Support Services Installation services, Products and services hereinafter known as the Product and Services Catalogue. Where requested by the AUTHORITY, the PROVIDER will document and provide a description of each and every Product in the Product and Services Catalogue which is complete and exhaustive and, for Equipment, shall include all cables, connectors, plugs and ancillary items necessary to complete Installation and support the Product specification.

4.2 The Product and Services Catalogue shall include a description of any education and training requirements required to enable effective use of each item in the Product and Services Catalogue. The Product and Services Catalogue shall set out any training required by the User.

4.3 Not Used.

4.4 The AUTHORITY reserves the right not to require the PROVIDER to carry out all of delivery, commissioning, Installation or disposal of any item.

4.5 The Product and Services Catalogue shall contain information on the performance measures that affect the provision and implementation of items from the Product and Services Catalogue. The PROVIDER will inform the AUTHORITY (or the AUTHORITY's SIAM Supplier acting on the AUTHORITY's behalf) to enable it to communicate to the Users an expectation of how long a particular item will take to be delivered from point of order. The PROVIDER shall implement an on-line tracking system that enables the requester to monitor the progress of the item through the supply chain.

4.6 Key service attributes shall be detailed in the Product and Services Catalogue regarding the Support Facilities such as support hours of operation, problem resolution targets and minimum information required to place a call with the Support Facility.

## 5. **Provision of Catalogue Items**

5.1 The PROVIDER shall provide and Install items from the Product and Services Catalogue in a timely and efficient fashion to all Locations to a consistent standard, and shall ensure that all performance measures relating to provision and Installation of new Equipment are met.

5.2 The PROVIDER is responsible for ensuring that all Products and services in the Product and Services Catalogue are available and can be provided within the relevant Service Levels described in the Agreement. The PROVIDER is thus responsible for informing the AUTHORITY (or the AUTHORITY's SIAM Supplier acting on the AUTHORITY's behalf) when any equipment reaches its end of life or is no longer supported by the manufacturer. The AUTHORITY is, in turn, responsible for approving acceptable recommendations for replacement items in a timely manner, or accepting the risk of not replacing or upgrading the relevant items.

## 6. **Maintaining the Catalogue**

6.1 The PROVIDER shall monitor the technology market place and make proposals to the AUTHORITY regarding additions to the Product and Services Catalogue that will enhance service quality and performance.

6.2 All Changes to items listed in the Product and Services Catalogue shall be agreed in accordance with the Change Control Procedures set out in Schedule 20 (Change Control Procedures).

7. **Not Used**

8. **Ordering of Catalogue Items**

8.1 The AUTHORITY (or the AUTHORITY's SIAM Supplier acting on the AUTHORITY's behalf) shall implement a process which will enable authorised AUTHORITY staff to order items from the Product and Services Catalogue without any further authorisation from the AUTHORITY and which will enable the item to be billed directly in accordance with the principles of the re-charging mechanism as notified by the AUTHORITY (or the AUTHORITY's SIAM Supplier acting on the AUTHORITY's behalf) to the PROVIDER from time to time.

8.2 The PROVIDER shall be responsible for ensuring that the provision and Installation of all items in the Product and Services Catalogue will not compromise any of the AUTHORITY's obligations as an employer, particularly those relating to the health and safety of AUTHORITY employees, or its duties relating to any PROVIDER employees.

8.3 The AUTHORITY reserves the right to procure all items in the Product and Services Catalogue from a Third Party Supplier at the AUTHORITY's absolute discretion.

9. **Services**

9.1 The PROVIDER shall offer Support Services in line with the BCS SFIA plus framework.

10. **Not Used**