

FRAMEWORK SCHEDULE 2: GOODS AND SERVICES AND KEY PERFORMANCE INDICATORS

PART A: GOODS AND SERVICES

LOT 2 – MULTIFUNCTIONAL DEVICES (MFD'S) AND PRINT MANAGEMENT SOFTWARE AND SERVICES

1 INTRODUCTION

- 1.1 Crown Commercial Service (CCS) (the “Authority”) is seeking to establish a Framework Agreement for the provision of Multifunctional Devices (MFDs) and Print Management Software and Services for all UK Central Government and Wider Public Sector Organisations (“Contracting Authorities”).
- 1.2 This Framework Agreement will be managed by the Authority and Call Off Contracts will be managed by Contracting Authorities.
- 1.3 The duration of the RM3781 Framework Agreement for Lot 2 is four (4) years (48 months), with a maximum Call Off Contract period of five (5) years (60 months) for non-Print Room Equipment and seven (7) years (84 months) for Print Room Equipment.
- 1.4 The purpose of Lot 2 is to appoint a number of Suppliers who shall be responsible for the provision of a catalogued range of Multifunctional Devices and Print Management Software and Services.
- 1.5 Contracting Authorities will have the option to conduct a Further Competition with the successful Suppliers where the maximum prices agreed at Framework level can be improved upon by the Supplier or Direct award where the maximum Framework prices will apply.
- 1.6 Lot 2 will enable Contracting Authorities to procure solutions tailored to meet the particular requirements of their own print strategy. Solutions will range from the basic supply, installation and maintenance of products including Software and/or Enhanced Services which will enable Contracting Authorities to optimise and automate document workflows and relevant business processes.
- 1.7 Each element of Contracting Authorities specific solutions shall continue to be managed and controlled On-Site / in-house by Contracting Authorities, using the Contracting Authorities’ existing print output Device infrastructure, legacy Product Range and/or new Product Range supplied through this Lot.
- 1.8 The Supplier shall provide all aspects of the requirements for Lot 2 as set out in this Framework Schedule 2.
- 1.9 The Authority placed a Prior Information Notice (the PIN notice) - 2015/S 241-437566 which was published on 12/12/2015 in the Official Journal of the European Union (OJEU).
- 1.10 This procurement has been advertised by publishing a Contract Notice in the OJEU under the open procedure in accordance with the Public Contracts Regulations 2015 (the “Regulations”).

2 SCOPE OF THE REQUIREMENT

- 2.1 Lot 2 Multifunctional Devices and Print Management Software and Services is for the provision of a catalogued range of new digital and remanufactured digital Equipment ranging from entry level, standalone, single function desktop printers (only where balanced deployment is required) through to fully networked Print Room Equipment along with the required Software options to support Contracting Authorities page output, document workflow and relevant business process requirements.
- 2.2 The core requirements of this Lot 2 shall include but shall not be limited to:
- Mono, colour and colour-capable MFDs, digital copiers, mono and colour network printers and Print Room Devices, including A0 Wide Format and 3D Devices, all with standard network interfaces.
 - Print Room services, including web based client job submission, electronic job ticketing, and visual cost indication for Users, email job status feedback, print finishing options, online and offline, document clean up Software, further defined Service Level Agreement to reflect critical nature of Devices.
 - All the above Devices utilised within an Enhanced Service provision, where required, including Software options to enable process improvements and cost efficiencies such as, cloud based mobile printing, inbound mail and Hybrid Mail.
 - Software to enable product management e.g. remote diagnostics.
 - Push and pull printing Software.
 - Functionality to enable email to print and web to print.
 - Options, including paper storage/feed, finishing, print controller/RIP, memory, PostScript, hard disks, fax etc. Duplex is shall be provided as standard for all but the slowest Devices.
 - Consumables including toner staples, and Customer Replaceable Units (CRU).
 - Auditing Software for print management/accounting, print routing / load balancing, email notification, scanning Software with optical character recognition (OCR).
 - Enabling document management/archiving tools which ensure seamless integration into Contracting Authorities' existing document management Software platforms.
 - Maintenance and support, including training (On and Off-Site).
 - Print Assessments/ Surveys – essentially fact-finding and verification of existing Equipment/estate, networks, principal flows and page output, ideally with vendor neutral analysis and further recommendations / proposals to the Contracting Authorities (typically provided following award of the Call Off Contract).
 - Finance options offering Contracting Authorities flexibility relating to the payment configuration, including lease, rental offerings, asset management, and cost per copy/page.
- 2.3 The core requirements of this Lot shall not include the provision of paper. The Supplier shall source the supply of paper via compliant routes if requested by Contracting Authorities.

3 MANDATORY REQUIREMENTS – MULTIFUNCTIONAL DEVICES AND PRINT MANAGEMENT SOFTWARE AND SERVICES

This section provides details of the mandatory Product Range requirements that the Supplier shall be expected to fulfil in their entirety in order to meet the requirements of this Framework Agreement:

3.1 NEW DIGITAL EQUIPMENT

- 3.1.1 The Supplier shall provide the full catalogued range of newly built digital Equipment as outlined in the Framework Schedule 3 (Pricing & Charging).
- 3.1.2 The Supplier shall ensure that all Equipment is delivered to the point of use and installed and connected to the Contracting Authorities network, where required by Contracting Authorities.
- 3.1.3 The Supplier shall provide training for all Equipment in accordance with the requirements as set out in paragraph 3.9 of this Framework Schedule 2.
- 3.1.4 The Supplier shall ensure that all parts, Consumables and non-network peripheral accessories are available for each Device at least seven (7) years after manufacture of the Device terminates.
- 3.1.5 The Supplier shall ensure that all Equipment, parts and Consumables meet all applicable UK and EU legislation at the time of installation.

3.2 REMANUFACTURED DIGITAL EQUIPMENT

- 3.2.1 The Supplier shall provide a catalogued range of remanufactured digital Equipment as outlined in the Framework Schedule 3 – (Pricing & Charging).
- 3.2.2 The Supplier shall ensure that the Equipment is clearly identified as remanufactured at all times and on all documents.
- 3.2.3 The Supplier shall ensure that all remanufactured Equipment is delivered to the point of use and installed and connected to the Contracting Authorities network, where required by Contracting Authorities.
- 3.2.4 The Supplier shall provide training for all remanufactured Equipment in accordance with the requirements as set out in paragraph 3.9 of this Framework Schedule 2.
- 3.2.5 The Supplier shall ensure that all remanufactured Equipment shall perform to the standards of the Equipment as detailed in paragraph 3.1, including, but not limited to, print speed.
- 3.2.6 The Supplier shall ensure that all parts, Consumables and non-network peripheral accessories are available for each Device at least five (5) years after remanufacture of the Device terminates.

3.3 SOFTWARE

- 3.3.1 The Supplier shall provide a range of Open Architecture print Software that is able to seamlessly integrate with third party products and services utilised by Contracting Authorities. This Software range shall include but shall not be limited to:

- Software for clustering;
 - print management accounting;
 - power management accounting;
 - print routing;
 - load balancing;
 - email notification;
 - optical character recognition;
 - pull printing (print to any Device within an office/across a network);
 - setting Device defaults for efficient and sustainable printing, for example, grey scale, duplex, mono, low toner fonts, and, secure printing (use of a PIN code or Smartcard to release print jobs at the Device).
- 3.3.2 The Supplier's Software range shall include Software to be utilised as part of an Enhanced Service solution, as set out in paragraph 3.5 of this Framework Schedule 2.
- 3.3.3 The Supplier shall enable implementation of Contracting Authorities print strategies and support the drive towards reduced costs of the print environment and improved management of document/information workflow (in both paper and digital forms) from creation through to storage and archiving, in support of the Government's digital by default agenda.
- 3.3.4 The Supplier shall ensure that the range of Software required shall therefore include options for:
- business process optimisation;
 - automation;
 - workflow management;
 - document management;
 - inbound mail;
 - Hybrid Mail Solutions.
- 3.3.5 The Supplier shall ensure that all Software referred to in the scope of this Lot is available to Contracting Authorities as part of the Product Range and shall inform the Authority and Contracting Authorities of the Software manufacturer.
- 3.3.6 The Supplier shall provide bespoke Software and/ or customisation of standard Software where required by Contracting Authorities.
- 3.3.7 The Supplier shall ensure that all Software is delivered to the point of use and installed and connected to the Contracting Authorities network, where required by Contracting Authorities.
- 3.3.8 The Supplier shall ensure that all Software is fully functional at the point of installation.
- 3.3.9 The Supplier shall ensure that the provision of Software supplied under this Lot shall be on the basis of a co-terminus deal whereby the licence will expire at the end of the Call Off Contract period, unless otherwise specified by Contracting Authorities.

- 3.3.10 The Supplier shall ensure that all Software and drivers are tested and comply with the existing I.T. infrastructure and all key deliverable applications as defined by Contracting Authorities.
- 3.3.11 The Supplier shall ensure that all Software, including version used by Contracting Authorities, through this Framework Schedule 2 shall be maintained and supported throughout the lifetime of the Device (i.e. from the time of installation to termination of use).
- 3.3.12 The Supplier shall provide training for all Software in accordance with the requirements as set out in paragraph 3.9 of this Framework Schedule 2.
- 3.3.13 The Supplier shall ensure that where open standards are available, including Open Architecture / open source Software, they are utilised in the delivery of all Call Off Contracts.
- 3.3.14 The Supplier shall provide the optimum licensing option where multiple devices are being sourced by Contracting Authorities e.g. an enterprise licence provided when multiple Devices are sourced.

3.4 CENTRAL PRINT ROOM DEVICES AND REPROGRAPHICS EQUIPMENT

- 3.4.1 The Supplier shall provide a full range of Print Room and Reprographics Equipment to be utilised in a central print room or reprographics department as specified by Contracting Authorities, including print finishing options and the associated Open Architecture Software as specified within the catalogued range of Framework Schedule 3 – (Pricing & Charging).
- 3.4.2 The range of Print Room and Reprographics Equipment shall include, but is not limited to:
- mono and full colour Devices designed for use in a Print Room environment;
 - Open Architecture Software capable of seamlessly integrating with third party products and/or services;
 - Job Definition Format (JDF) compliance or equivalent;
 - Universal Pre and Post Processing Interface (UP3i) enabled or equivalent;
 - Outright purchase/lease costs and cost per page cost clearly defined in Framework Schedule 3 (Pricing & Charging);
 - single click/copy charge for A3 & A4;
 - standard maximum average service response of two (2) hours or better for Print Room Equipment, excluding A0 Wide Format Devices;
 - standard maximum average service response of twelve (12) hours or better for A0 Wide Format Devices;
 - online binding solutions;
 - online folding solutions;
 - online punching solutions.
- 3.4.3 The Supplier shall ensure that all Print Room Equipment can be supplied separately by Contracting Authorities, including print finishing options.
- 3.4.4 The Supplier shall undertake a full Site survey and connectivity report, prior to formal acceptance of any Contracting Authorities order related to Print Room requirements. This shall ensure “fitness for purpose” to meet Contracting Authorities required specification.

- 3.4.5 The Supplier shall ensure that all survey and connectivity reports are agreed and signed by both parties and a formal copy provided to Contracting Authorities for records.

3.5 ENHANCED SERVICES

- 3.5.1 The Supplier shall provide Enhanced Service solutions that are scalable to deliver to Contracting Authorities with one Site or multiple Sites ranging in size and complexity across the UK. The Supplier shall support a range of Enhanced Service solutions from the provision of an On-Site engineer to a partnership approach aimed at supporting improved efficiency to reduce Contracting Authorities overall print costs and costs of relevant business processes.
- 3.5.2 The Supplier shall provide Enhanced Services to those Contracting Authorities who wish to take a more strategic approach to the management of their print requirements and relevant information / document workflows and business processes to enable reduction of internal print costs and drive increased efficiencies.
- 3.5.3 The Supplier shall work pro-actively with Contracting Authorities to provide support in the implementation of Contracting Authorities print strategy and this shall include the provision of print management services and Software options to enable process optimisation and automation, including Central Print Room and Reprographics requirements, where specified by Contracting Authorities.
- 3.5.4 The Supplier shall work pro-actively with Contracting Authorities to deliver the following key objectives in the provision of Enhanced Service solutions under this Framework Schedule 2:
- **Cost Savings** – The supplier shall deliver significant cost savings to Contracting Authorities through the elimination of unnecessary or duplicated effort and by keeping all administration costs to a minimum and providing Software options to enable business process optimisation or automation and/or the installation of an efficient fleet of print output Devices.
 - **Resource Savings** – The Supplier shall deliver significant savings by implementing lean management practices, which reduce the resource required by Contracting Authorities to manage the Call Off Contract. These resource savings may relate to time, headcount and/or process improvements.
 - **Service Improvement** – The Supplier shall demonstrate an approach that delivers a significant improvement in Response Times throughout the duration of Call Off Contracts by utilising tools such as online capabilities wherever possible.
 - **Service Quality**– The Supplier shall deliver a consistently high quality of service through a dedicated Quality Department consisting of appropriately experienced Supplier Personnel, who have knowledge of Contracting Authorities' requirements.
 - **Environment and Sustainability**– The Supplier shall set out improvement plans to provide increased sustainability (related to both

Equipment and resource), reduce environmental impacts of delivering the Enhanced Service solutions and support technology improvements that enable further benefits across all areas.

3.5.5 The Supplier shall proactively support Contracting Authorities in the provision of Enhanced Services that can provide a service from concept to final delivery, tailored to the particular needs of the Contracting Authorities whilst ensuring that Contracting Authorities retain full control of their print strategy.

3.5.6 The Supplier shall ensure that standard components of Enhanced Services shall include, but are not limited to, those outlined in paragraph 3.5.4.

3.5.7 **Implementation Plan**

3.5.7.1 The Supplier shall follow an Implementation Plan for all Enhanced Service Call Off Contracts, as minimum this Implementation Plan shall include, but not be limited to the following activities:

- assess the specified requirements and print strategy (where required) of the Contracting Authorities
- assign a Project Manager and define the specific job roles of Supplier Personnel;
- establish procedures for installing Equipment, including all Software;
- implement the SLA specified by Contracting Authorities at Call Off stage;
- implement communications strategies specified by Contracting Authorities at Call Off stage;
- test the solution;
- train Contracting Authorities Personnel / Users;
- finalise risk associated specific clauses/conditions e.g. relating to co-terminus arrangements;
- determine ownership of assets and Intellectual Property Rights (IPR);
- assign commercial liabilities between the parties.

3.5.7.2 The Supplier shall agree with Contracting Authorities the period that the Implementation Plan will cover with an agreed and defined start and end date.

3.5.7.3 The Supplier shall appoint an implementation team with a named manager and a named deputy manager, who each shall possess a minimum of two (2) years' experience in a relevant (Print Management) environment.

3.5.7.4 The Supplier shall provide the names of the implementation team manager and deputy manager to Contracting Authorities within five (5) working days of the Call Off Contract Commencement Date.

3.5.7.5 The Supplier shall maintain a sufficient level of appropriately skilled Supplier Personnel during the Implementation Period.

3.5.7.6 The Supplier shall deliver all requirements of the Implementation Plan within the timescales specified and to the satisfaction of Contracting Authorities.

3.5.7.7 The Supplier shall work co-operatively with Contracting Authorities' incumbent supplier(s) to ensure a systematic, planned and robust transfer of service.

3.5.7.8 The Supplier shall ensure that all details relating to lease and service revenue costs for Legacy Equipment where ownership is transferred to the Supplier under the Call Off Contract shall be obtained from the Contracting Authorities incumbent

supplier(s) where applicable. The details shall include, but shall not be limited to, the following:

- Device model and peripheral accessories;
- commentary on the condition of the Device;
- serial Number of the Device;
- location of the Device;
- named contact for the Device;
- lease cost and payment frequency for the Device;
- term of the Lease Agreement for the Device;
- Lease Agreement start date;
- Lease Agreement end date;
- service cost and payment frequency for the Device;
- details of the last three (3) months service history.

3.5.7.9 The Supplier shall ensure that Contracting Authorities are the final Governing body in resolving issues with the incumbent supplier(s).

3.5.8 On-Site Print/ Fleet Manager

3.5.8.1 The Supplier shall provide a Print/ Fleet Manager to Contracting Authorities where required as part of an Enhanced Service Call Off Contract associated costs chargeable to Contracting Authorities shall be agreed at Call Off stage.

3.5.8.2 The Supplier's Print/ Fleet Manager shall differ to the Supplier Call Off Contract Manager and shall focus on the day to day operational requirements of Contracting Authorities print strategy.

3.5.8.3 The Supplier shall ensure that the specific role of the Print/ Fleet Manager is clearly defined and agreed with Contracting Authorities at Call Off stage.

3.5.8.4 The Supplier shall ensure that adequate back-up/cover is in place to cover sickness/leave and any other enforced absence of the assigned Print/ Fleet Manager.

3.5.9 On-Site Print/ Fleet Engineer

3.5.9.1 The Supplier shall provide, an On-Site print engineer where required by Contracting Authorities. The print engineer shall be responsible for ensuring that the specified Service Levels are continually met by the Supplier. Associated costs chargeable to Contracting Authorities shall be agreed at Call Off stage

3.5.10 Optimisation and Automation Software

3.5.10.1 The Supplier shall where required as part of the Enhanced Service, provide a process for identifying and delivering optimisation/ automation of document workflows to drive cost and process efficiencies linked to Contracting Authorities print infrastructure. This shall include, but shall not be limited to the following:

- Cloud based mobile printing Software;
- enabling document management/archiving/ storage tools which provide seamless integration and ability to interface with Contracting Authorities third party Electronic Document Records Management Systems / Software platforms (EDRMS);
- innovative solutions to enable seamless integration with Contracting Authorities third party secure building access / door entry systems, cashless catering and online payment / engagement facilities, for example.

3.5.10.2 The Supplier shall work with Contracting Authorities to implement secure solutions which are compatible with the security requirements and internal operating systems of Contracting Authorities.

3.5.11 Hybrid Mail Solution (On-Site)

3.5.11.1 The Supplier shall provide an Enhanced Service which enables Contracting Authorities to perform a Hybrid Mail Solution On-Site through the provision of Software. Any such solution shall be provided and operated within Contracting Authorities premises and shall utilise existing Equipment owned or leased by Contracting Authorities, including but not limited to, Multifunctional Devices.

3.5.11.2 The Supplier shall work with Contracting Authorities to implement a secure Hybrid Mail Solution which is compatible with the security requirements and internal operating systems of Contracting Authorities.

3.5.11.3 The specific requirements of the Hybrid Mail Solution shall be detailed by Contracting Authorities at Call Off stage and agreed between Contracting Authorities and the Supplier at implementation stage. This shall include, but shall not be limited to:

- consolidation of mail pieces addressed to the same recipient;
- ability to set up standard templates for mail items;
- facility for data cleansing and address management;
- ability to sort mail at address level;
- track and trace facility to monitor progress of mail pieces in the network;
- innovative solutions such as e-communications via secure web portal or email and text messaging (SMS).

3.5.11.4 The Supplier shall ensure that the Software provided to Contracting Authorities to facilitate the provision of an On-Site Hybrid Mail Solution meets the Web Content Accessibility Guidelines (WCAG) 2.0, AA standard:

<https://www.w3.org/TR/WCAG20/>

3.5.11.5 The Supplier solution shall allow Contracting Authorities to centralise its print and production process by routing data/information to a centralised point where it can then be printed, enveloped and dispatched for delivery to the addressee. This may involve routing items electronically from several Sites where Contracting Authorities Personnel may be located and/or may involve the routing of items electronically from a number of departments located in a single building.

3.5.12 Inbound Mail Solution (On-Site)

3.5.12.1 The Supplier shall provide an Enhanced Service which enables Contracting Authorities to perform an Inbound Mail Solution On-Site through the provision of Software, where required. Any such digital enablement Software solution shall be installed at Contracting Authorities premises, operated by Contracting Authorities Personnel and shall utilise existing Equipment owned or leased by Contracting Authorities, including but not limited to, scanners.

3.5.12.2 The Supplier shall work with Contracting Authorities to implement a secure Inbound Mail Solution which is compatible with the security requirements and internal operating systems of Contracting Authorities.

3.5.12.3 The specific requirements of the Inbound Mail Solution shall be detailed by Contracting Authorities at Call Off stage and agreed between Contracting

Authorities and the Supplier at implementation. This shall include, but shall not be limited to:

- electronic distribution of scanned mail items around Contracting Authorities organisation;
- e-communications solutions such as text messaging (SMS), secure mail and secure web portal;
- archive solutions;
- indexing solutions.

3.5.12.4 The Supplier Software, shall have the ability to transfer 'low to high' volume paper records into a digital format within specified timescales where Contracting Authorities have a requirement for their mail items to be scanned, electronically delivered, indexed and archived.

3.5.12.5 The Supplier shall ensure that once documents are converted they will be accessible by Contracting Authorities utilising this service through an intuitive electronic search database for instant retrieval.

3.5.12.6 The Supplier solution shall be capable of accommodating document originals in many formats including, but not limited to, hand written notes, mono and colour documentation etc.

3.5.12.7 The Supplier shall ensure that file scanning services utilise open data formats (odf) where text recognition is used and scanned documents can be saved in both PDF and other contemporary formats, as specified by Contracting Authorities at Call Off stage.

3.5.12.8 The Supplier shall ensure that documents are not produced in a proprietary format and the solution shall include the ability to record catalogue or number images as required by Contracting Authorities.

3.5.13 **Asset Management and Third Party Legacy Equipment**

3.5.13.1 The Supplier shall manage third party multi-vendor Legacy Equipment as part of the Enhanced Service solution, whether this is owned by Contracting Authorities or leased via other legacy contracts as agreed at the Call Off stage.

3.5.13.2 The Supplier shall provide full inventory management of all assets, including third party multi-vendor Legacy Equipment, from maintenance and support, and Consumables supply through to asset disposal, where required by Contracting Authorities.

3.5.13.3 The Supplier shall (re)finance, support and/or maintain Legacy Equipment where required on behalf of Contracting Authorities, including any existing warranties or maintenance contracts. The Supplier shall provide alternative finance options to meet these requirements where required

3.5.13.4 The Supplier shall provide Consumables for the management of third party multi-vendor Legacy Equipment in accordance with paragraph 3.5.13

3.6 **SURVEYS / PRINT ASSESSMENTS**

3.6.1 The Supplier shall conduct Print Assessments/ Surveys to establish a baseline of existing costs and inform the future print strategy where required and agreed with Contracting Authorities.

- 3.6.2 The Supplier shall ensure that different levels of Print Assessment/ Surveys can be provided to the Contract Authorities as appropriate.
- 3.6.3 The Supplier shall ensure that proposals to Contracting Authorities following a Print Assessment/ Surveys shall be designed to enable a future print strategy which optimises productivity and business/operational processes and lowers costs by directing the right print output to the right Device.
- 3.6.4 The Supplier shall complete typically a one (1) day snapshot assessment where requested, for a small number of Devices, supported with a short written report, detailing its findings to Contracting Authorities. The Supplier shall provide these services at no additional cost and all intellectual property rights upon completion of the assessment shall pass to Contracting Authorities.
- 3.6.5 The Supplier shall ensure that Print Assessments/ Surveys are provided at no additional cost to Contracting Authorities and shall be designed to support Contracting Authorities in ensuring that their future print strategy is based on optimizing its productivity and lowering costs by directing the right print output to the right device and optimising document workflows and relevant business processes.
- 3.6.6 The Supplier shall conduct more complex surveys to assess the existing print output Device fleet, its deployment, the existing page volumes (for example, by using print audit Software over a thirty (30) day period), the I.T. infrastructure and Contracting Authorities requirements.
- 3.6.7 The Supplier shall ensure that complex surveys establish the total cost of ownership and key outputs shall be delivered by the Supplier which include, but are not limited to:
- presentation of survey results;
 - proposed savings targets;
 - recommendations for the balanced deployment of appropriate Equipment;
 - page output management and an Implementation Plan.
- 3.6.8 The Supplier shall provide energy and paper saving proposals which shall be demonstrated in Kwh and Co2 savings based on current levels of consumption by Contracting Authorities as part of the Print Assessment/ Surveys.

3.7 ADVICE AND RECOMMENDATIONS

- 3.7.1 The Supplier shall provide objective and professional advice for Contracting Authorities tactical and strategic requirements. All tactical advice shall be given in the context of sound strategic direction.
- 3.7.2 The Supplier shall ensure that the advice provided considers Contracting Authorities existing print output device infrastructure and how to deal with existing Legacy Equipment and processes effectively.
- 3.7.3 The Supplier shall provide advice for all Equipment including Contracting Authorities Legacy Equipment to ensure that it is appropriate for the requirement and supports their strategic direction of Contracting Authorities.
- 3.7.4 The Supplier shall, where appropriate, ensure that advice provided is reflective of balanced deployment to support effective management of page output and where required, support improved efficiency to reduce the Contracting Authorities overall costs of relevant business/operational processes.

- 3.7.5 The Supplier shall ensure that the advice provided to Contracting Authorities is accurate, supports the effective and secure management of page output and is designed to drive value and efficiencies for Contracting Authorities.
- 3.7.6 The Supplier shall liaise with Contracting Authorities I.T. management teams where required to confirm the following:
- suitability of the network requirements and operational Software being proposed;
 - implications and approach to asset tagging and asset identification where appropriate to the proposed solution;
 - sufficient server space is available to accommodate the proposed solution, where appropriate.

3.8 TRIALS / PILOTS

- 3.8.1 The Supplier shall be required to provide Equipment, including Software, for trial and/or acceptance testing/evaluation at Contracting Authorities' premises or other agreed location. The Supplier shall ensure that all trials / pilots are provided at no additional cost to Contracting Authorities.

3.9 TRAINING

- 3.9.1 The Supplier shall be responsible for the provision of training for all Equipment supplied through this Framework Schedule 2. The Supplier shall specify the minimum training requirements to Contracting Authorities prior to Equipment delivery and installation.
- 3.9.2 The Supplier shall ensure that training for all Equipment is available to Contracting Authorities Users On-Site at the point of Device installation. Where this is not possible, the Supplier shall provide training within one (1) working day of Device installation unless otherwise specified by the Contracting Authorities.
- 3.9.3 The Supplier shall be required to deliver focussed training upon request by the Contracting Authorities, On-Site at customer premises where the Contracting Authorities shall organise suitable User Groups. This may be topic rather than Equipment based training, for example, managing page output and scan to email, as agreed and with no additional cost to Contracting Authorities.
- 3.9.4 The Supplier shall ensure that appropriate training is provided to Contracting Authorities Users to enable effective usage of the Equipment that supports the delivery of Contracting Authorities objectives as specified at the Call Off stage.
- 3.9.5 The Supplier shall deliver refresher training On-Site and within a time mutually agreed with Contracting Authorities where:
- Contracting Authorities Personnel are new;
 - Product Range is new;
 - use of the Product Range is below expectations;
 - unreasonable down time is occurring for any Device.
- 3.9.6 The Supplier shall provide advanced preventative and/or corrective maintenance training to Contracting Authorities operators where Print Room Equipment is required.
- 3.9.7 The Supplier shall provide installation, testing and On-Site/Off-Site/online training, or re-training in support of each and every Device at no additional cost to Contracting Authorities.

- 3.9.8 The Supplier shall continue to provide training until Contracting Authorities agree that the primary Supplier Personnel have achieved a competent level of training to ensure effective use and operation of the Print Room Equipment provided by Contracting Authorities Users.
- 3.9.9 The Supplier shall record the training content and frequency with a view to providing regular updates to Contracting Authorities. The Supplier shall provide this reporting at a frequency specified by the Contracting Authorities at Call Off stage.

3.10 SUPPLIER CHANGE OVER MANAGEMENT

3.10.1.1 The Supplier shall develop and present to the Contracting Authorities at Call Off stage a Supplier change over management process which includes absolute clarity and transparency as to how the changeover will be managed at the Commencement or the expiry of the Call Off Contract. As a minimum this shall include, but shall not be limited to, the following:

- a mission statement outlining how the outgoing Supplier and the incoming supplier shall work together in order to minimise disruption to the Contracting Authorities;
- a communications strategy outlining how both the outgoing Supplier and the incoming supplier shall agree, plan and implement an agreed exit and incoming strategy in line with Call Off Schedule 9 (Exit Management);
- details of the timescales involved for the changeover and how this shall be completed within the agreed period (perhaps on a phased basis) to suit all Contracting Authorities stakeholders, User groups and departments;
- the outgoing Supplier and the incoming supplier shall ensure agreed timescales are adhered to as set out by Contracting Authorities;
- details of the planning process in terms of a schedule of change, fully project managed by the outgoing Supplier and the incoming supplier. The Supplier shall be expected to submit this document to the Contracting Authorities stakeholders for approval. Where changes are sought, the Supplier shall accommodate all Contracting Authorities requirements.

3.10.1.2 The Supplier shall upon expiry of their Call Off Contract liaise with the incoming supplier to identify whether Contracting Authorities are able to take advantage of preferential buy out terms for the lease settlement of their Equipment.

3.10.1.3 The Supplier shall upon expiry of their Call Off Contract, work in accordance to the change over management process in each of the following situations:

- where ownership of a Device is transferred to the incoming supplier, if appropriate;
- managing the support and maintenance of Equipment retained by the Contracting Authorities in accordance with Service Level Agreement (SLA);
- removing Equipment from Site in line with the SLA;

3.10.1.4 The Supplier shall adhere to all Contracting Authorities site requirements during the Supplier changeover management process, including but not limited to:

- security requirements;

- Health and Safety regulations;
 - identification requirements for Personnel;
 - requirements for Personnel to be accompanied by Contracting Authorities' nominated person.
- 3.10.1.5 The Supplier shall upon expiry of their Call Off Contract, ensure that the following procedures are adhered to where ownership of a Device is transferred to the incoming supplier or removal from Site is required within the change over management process:
- the Contracting Authorities' key operator shall be notified and instructed to provide the final meter reading;
 - the removal Device paperwork shall contain a simple tick sheet which indicates the condition of the Device at the time of removal. Any damage to the Device shall be clearly highlighted on the tick sheet.
- 3.10.1.6 The Supplier shall upon expiry of their Call Off Contract, ensure that Contracting Authorities are fully apprised at all stages of the Supplier changeover management process and ensure that where issues arise that Contracting Authorities make the final decision in the resolution of issues.
- 3.10.1.7 The Supplier shall upon expiry of their Call Off Contract, take the lead responsibility in all of the above aspects related to the change over management process.

4 MANDATORY REQUIREMENTS – FINANCE OPTIONS

This section provides details of the mandatory finance requirements that the Supplier shall be expected to fulfil in their entirety in order to meet the requirements of this Framework Agreement.

- 4.1 The Supplier shall ensure that a variety of finance and payment options are supported in response to requests made by Contracting Authorities, particularly where Enhanced Services are provided. Such requirements shall be specified by Contracting Authorities at Call Off stage and shall include, but shall not be limited to, the following:
- outright purchase + cost per copy
 - lease + cost per copy
 - all-in cost per click
 - e-Billing
 - monthly fee + rental + cost per copy
 - buy back arrangements
- 4.2 The Supplier shall ensure that all pricing options provided at Call Off stage and as set out in paragraph 4.1 are based upon the original and accepted Framework Agreement pricing formula required by the Authority.
- 4.3 The Supplier shall ensure that Contracting Authorities have the option to finance the cost of the Equipment through a range of operating lease options not exceeding five (5) years for non-Print Room Equipment and seven (7) years for Print Room Equipment or purchase the Equipment outright. The Supplier shall ensure that all operating Lease Agreements are compliant with International Accounting Standard 17 (IAS 17) and any other applicable or superseding standards.
- 4.4 The Supplier shall extend the provision for lease options to alternative cost structures where an alternative method of pricing is specified by Contracting authorities. Where

this is applicable the Supplier shall base their pricing on Framework Schedule 3 (Pricing and Charging Structure). The Supplier shall ensure that only fixed period Lease Agreements are provided and pricing offered within these extended areas shall reflect the accepted Framework Agreement pricing formula. The Supplier shall provide full transparency of the pricing offered to Contracting Authorities, including but not limited to associated interest rates. The Authority reserves the right to request cost breakdowns in this area at any time throughout the duration of the Framework Agreement.

- 4.5 The Supplier shall ensure that ownership of Equipment will not transfer to Contracting Authorities undertaking financial transactions, unless they choose to purchase outright or undertake alternative lease options, the Supplier shall be the Lessor in all cases and the Contracting Authorities shall be the Lessee.
- 4.6 The Supplier shall (re)finance Equipment on behalf of Contracting Authorities if specified, where legacy equipment forms part of the Call Off Contract and alternative pricing options shall be made available to include this approach.

4.7 LEASE

- 4.7.1 The Supplier shall provide a range of operating lease options for durations of 3, 4 and 5 years for non-Print Room Equipment and up to 7 years for Print Room Equipment. The lease term shall be specified by Contracting Authorities at the Call Off stage and in accordance with the Call Off Lease Agreement.
- 4.7.2 The Supplier shall not be permitted to use any other form of Lease Agreement other than the Call Off Lease Agreement.
- 4.7.3 The Supplier shall ensure that all Call Off Lease Agreements are Tax Fixed.
- 4.7.4 The Supplier shall ensure that residual values for Devices leased over a Primary Lease Period will be as follows, unless otherwise specified by the Authority:
- 30% for 3 year leases;
 - 20% for 4 year leases;
 - 10% for 5 year leases.
- 4.7.5 The Supplier shall ensure that residual values for Print Room Devices leased over a primary period will be as follows unless otherwise specified by the Authority:
- 30% for 3 year leases;
 - 20% for 4 year leases;
 - 10% for 5 year leases;
 - 10% for 6 year leases;
 - 10% for 7 year leases
- 4.7.6 The Supplier shall be aware that the maximum primary contractual lease period shall not exceed five (5) years for Devices and seven (7) years for Print Room Devices.
- 4.7.7 The Supplier shall make available the option for Contracting Authorities to extend the Lease Agreement beyond the Primary Lease period and into a Secondary Lease period as specified by Contracting Authorities for a period not to exceed the period(s) as detailed in paragraph 4.7.8.
- 4.7.8 The Supplier shall ensure that any extension shall not extend Contracting Authorities' total lease period beyond five (5) years (seven (7) years for Print Room Equipment)

from the commencement date of the Initial period of the Lease Agreement to the expiry of any Extension Period of the Lease Agreement.

- 4.7.9 The Supplier shall ensure that the residual value of the Device shall be no less than the requirements specified in paragraphs 4.7.4 and 4.7.5 for the relevant operating lease period.
- 4.7.10 The Supplier shall ensure that costs per page/copy are not increased and remain the same as those charged during the Primary Lease period, unless the costs per page/copy are subsequently reduced for the Secondary Lease period.
- 4.7.11 The Supplier shall ensure that any new equipment added to a Device after installation shall be co-terminus with the initial Primary Lease period.
- 4.7.12 The Supplier shall make available to Contracting Authorities' the option for payments three (3) months in advance. The Supplier shall also make available to Contracting Authorities the option to make payments in arrears as specified and agreed with Contracting Authorities at the call off stage.
- 4.7.13 The Supplier shall support the management of outstanding finance on legacy Equipment or where a legacy contract exists, by working with Contracting Authorities to arrange for this to be paid off within the Call Off Contract period.
- 4.7.14 The Supplier shall also ensure that the requirement as specified in paragraph 4.7.13, will be met with a standard rate for all legacy settlements and that any settlement figures included in the Call Off Contracts period are clearly identified and defined to Contracting Authorities.
- 4.7.15 The Supplier shall ensure that Lease Agreements terminate automatically at the end of the Primary Lease period unless Contracting Authorities explicitly state in advance and in writing that it wishes to enter into a Secondary Lease period.
- 4.7.16 The Supplier acknowledges and agrees that Contracting Authorities will not be required to provide notice for termination on expiry of Primary and/or Secondary Lease periods.

4.8 Expiry of Lease Agreements

- 4.8.1 The Supplier shall provide Contracting Authorities with six (6) months written notice in advance of the expiry of each Lease Agreement.
- 4.8.2 The Supplier shall ensure that all Equipment shall be considered ready for removal and that all Lease Agreement charges shall cease on the expiry date of the Call Off Lease Agreement.
- 4.8.3 The Supplier shall remove all Equipment within five (5) working days of the expiry date subject to decommissioning of Hard Disk Drives (HDD) and/or removal of other sensitive data, as agreed with Contracting Authorities.
- 4.8.4 The Supplier shall be responsible for the removal of Equipment at the end of the Call Off Contract and shall comply with the current Waste Electrical and Electronic Equipment (WEEE) regulations.
- 4.8.5 The Supplier shall ensure the removal of Equipment will be at no additional cost to Contracting Authorities.

4.9 Emergency/ Short Term Lease/ Rental

- 4.9.1.1 The Supplier shall provide Equipment on a short term Lease Agreement which is restricted to shorter fixed period(s)/length of term(s) in the event of an emergency,

as specified by Contracting Authorities at Call Off stage. The Supplier shall provide pricing to Contracting Authorities for these requirements at Call Off stage.

4.10 Non-Fixed Period Commitment

- 4.10.1 The Supplier shall provide a short term Lease Agreement which is restricted to shorter fixed period(s)/length of term(s), where this is required by Contracting Authorities. The Authority recognises that this type of requirement differs from the standard Lease Agreement period and therefore expects the Supplier to ensure that Contracting Authorities fully understand the structure of this type of agreement when it is specified.
- 4.10.2 The Supplier shall ensure that the maximum period for any Device installed under the type of period defined in paragraph 4.10.1 does not exceed five (5) years (seven (7) years for Print Room devices) in total, after which any Call Off Contract shall automatically expire and the Device shall be subject to removal by the Supplier. If Contracting Authorities extend their initial Lease Agreement into a further term, pricing shall be subject to the conditions as stated at paragraph 4.7.4 and 4.7.5.
- 4.10.3 The Supplier shall ensure that Devices provided in accordance with paragraph 4.10.1 are established upon the requirements as set out in this Framework Schedule 2 and may be based on a Suppliers minimum entry level volume for that Device where applicable and Contracting Authorities may be charged a minimum cost based upon the costs agreed within Framework Schedule 3 (Prices and Charging Structure).
- 4.10.4 The Supplier shall ensure that the entry level volume referred to in paragraph 4.10.3 will be specific to the Supplier's Device and agreed with Contracting Authorities and used for invoice purposes only i.e. Contracting Authorities shall be invoiced for the entry level volume regardless of whether the volume is met. Where the entry level volume is exceeded, the Supplier shall invoice these costs to Contracting Authorities based upon the costs agreed within Framework Schedule 3 (Prices and Charging Structure).
- 4.10.5 The Supplier shall ensure there are no consequences of termination for this option where a minimum of thirty (30) calendar days' notice is provided by Contracting Authorities to the Supplier.

4.11 Settlement and Flexibility

- 4.11.1 The Supplier shall ensure where a settlement charge is payable due to early termination of a contract by Contracting Authorities, that this will be in accordance with the provisions as set out within the Call Off Lease Agreement. The Supplier shall be expected to apply a discount of at least 10% to early settlement fees that may be chargeable to Contracting Authorities as set out within the provisions of the Call Off Lease Agreement.
- 4.11.2 The Supplier shall ensure that no settlement fee for early termination shall be applied to loss of expected page output volume, administration or collection charges.
- 4.11.3 The Supplier shall provide flexibility in the management of Contracting Authorities fleet and shall not charge a settlement fee to Contracting Authorities where the Device is redundant due to re-organisation, merger or closure and all reasonable efforts have been made to re-site the Device within the Contracting Authorities' organisation.
- 4.11.4 The Supplier shall explore opportunities and work with the Authority to establish where redundant Devices may be re-situated across other areas of Government where they are considered fit-for-purpose and where clear efficiencies can be illustrated to both the existing and new Contracting Authorities.

4.11.5 The Supplier shall provide additional defined flexibility as follows:

- Where Contracting Authorities has a Device that does not match the output requirement due to a change in circumstances, i.e. a different and more suitable Device is required through downgrade or upgrade. This shall include, but shall not be limited to, a higher speed Device, for example. The Authority does not intend that this is an open-ended commitment for the Supplier and should only be used by Contracting Authorities on specific occasions.
- Where funding is withdrawn and Contracting Authorities are no longer able to meet its obligations under the Call Off Lease Agreement.
- Where a Private Finance Initiative (PFI) (or similar programme) comes into effect.

4.12 Page Costs

4.12.1 The Supplier shall ensure that the copy/page costs will be fixed for the duration of the Primary Lease period with the exception of any reductions that may be enabled through cost saving initiatives and good practice instigated by the Supplier. For example, reductions in print volumes through the introduction of duplex print policies.

4.12.2 The Supplier shall ensure that the cost per copy/page will fund the complete range of service and maintenance requirements not covered by the outright purchase and lease payments.

4.12.3 The Supplier shall ensure that copy/page costs will be charged per side of paper and will not vary with page size, from A6 to A3.

4.12.4 The Supplier shall invoice Contracting Authorities three (3) months quarterly in arrears, based on actual usage and the number of copies produced unless otherwise specified by Contracting Authorities.

4.13 OUTRIGHT PURCHASE

4.13.1 The Supplier shall enable Contracting Authorities to purchase Devices outright.

4.13.2 The Supplier shall offer a maintenance contract as set out in paragraph 5.1 for any Device purchased outright by Contracting Authorities and this shall be for a minimum period of one (1) year and maximum period of five (5) years, as specified by Contracting Authorities. The associated costs for this service will be based upon the page costs as specified in Framework Schedule 3 (Prices and Charging Structure).

5 MANDATORY REQUIREMENTS – POST ORDER MAINTENANCE SERVICES

This section provides details of the mandatory post order maintenance services that the Supplier shall be expected to fulfil in their entirety in order to meet the requirements of this Framework Agreement.

5.1 MAINTENANCE SERVICES AND SUPPORT

5.1.1 The Supplier shall provide a comprehensive post order maintenance and support service that is capable of fulfilling the demands of Contracting Authorities for standalone and networked Multifunctional digital Devices, print room and Reprographics Equipment, and all Software supplied through this Lot.

5.1.2 The Supplier shall ensure that post order maintenance services and helpdesk support is provided to Contracting Authorities where Equipment is leased.

5.1.3 The Supplier shall ensure that post order maintenance and support is made available to Contracting Authorities where Equipment is purchased outright, when requested by

Contracting Authorities. The associated cost for this service is as specified in Framework Schedule 3 (Prices and Charging Structure).

- 5.1.4 The Supplier shall provide post order maintenance and support service which shall include the following:
- installation;
 - testing;
 - connection to the network (if required);
 - Equipment training;
 - preventative / proactive and break-fix maintenance;
 - Software support;
 - maintenance for free of charge Software;
 - remote support;
 - network support;
 - parts, firmware and Consumables.
- 5.1.5 The Supplier shall provide a proactive maintenance service which determines the most effective usage of the Equipment by Contracting Authorities.
- 5.1.6 The Supplier shall ensure that the provision of post order maintenance services for all Software within the scope of the Lot shall include the following as a minimum:
- break-fix support;
 - advisory services on the implementation of pre-built patches that Contracting Authorities has as rights to deploy/are licensed to use by the relevant Software owner;
 - development, testing and implementation of bug fixes (or such bug fixes where available from the relevant Software owner, advisory services in the implementation thereof);
 - development, testing and implementation of workarounds where bug fix is not possible (or such workarounds where available from the relevant Software owner advisory services in the implementation thereof);
 - development, testing and implementation of all necessary updates to ensure that the Software undertakes all processing in line with all appropriate taxation, law and regulation (or such bug fixes where available from the relevant Software owner advisory services in the implementation thereof);
 - monitoring of the operation of the Software in order to assure application and information availability and integrity;
 - provision of a knowledge-base of known issues and solutions in respect of the Software;
 - provision of Release Notes to Contracting Authorities;
 - assistance with upgrading, replacing, or otherwise changing the Software;
 - support and maintenance services provided for a minimum of five (5) years from the date of the original licence sale.

- 5.1.7 The Supplier shall ensure that the post order maintenance and support provided to Contracting Authorities minimise the risk of downtime, and ensures business continuity.
- 5.1.8 The Supplier shall ensure that Device performance is not affected where reprocessed parts or materials are used in newly built Equipment.
- 5.1.9 The Supplier shall be responsible for the removal and disposal of any replacement parts fitted to a Device. The Supplier shall ensure that all replacement parts fitted to Devices shall be, Original Equipment Manufacturer (OEM) parts.
- 5.1.10 The Supplier shall comply with the Service Levels as specified at the Call Off stage. The performing monitoring system put in place by the Supplier shall include, Supplier contacts, management processes, Management Reports, escalation procedures and associated severity ratings to support the Suppliers compliance with Contracting Authorities Service levels.

5.2 Helpdesk Support

- 5.2.1 The Supplier shall provide as a minimum, maintenance and help desk / support during core operational hours between the hours of 09:00 to 17:00 Monday to Friday, excluding UK Bank Holidays.
- 5.2.2 The Supplier shall provide the following facilities at no additional cost to Contracting Authorities:
- log support calls with a help desk by email or by phone;
 - log calls through automated email service alerts direct from each networked digital Device, where this is specifically authorised and facilitated by Contracting Authorities;
 - receive telephone support for all Equipment, including Software;
 - receive remote support via the network where this is specified authorised and facilitated by Contracting Authorities;
 - provide specialist I.T. telephone, remote access and field support where requested by Contracting Authorities;
 - progress reports on service calls / problem fixes to Contracting Authorities via the Supplier's help desk.
- 5.2.3 The Supplier shall provide extended service hours outside of the core operational hours as specified in paragraph 5.2.1 (i.e. weekends, UK Bank Holidays and/or out of hours), when requested by Contracting Authorities. The requirements will be chargeable to Contracting Authorities at the Call Off stage.

5.3 Incident Reporting

- 5.3.1 The Supplier shall report any incident affecting the delivery of the Product Range to Contracting Authorities. The Supplier shall then undertake an immediate investigation and shall provide feedback in writing to Contracting Authorities, including corrective actions required and any trends that may be observed where applicable within one (1) working day.

5.4 Consumables Management

- 5.4.1.1 The Supplier shall provide and store Consumables for Contracting Authorities which shall include all elements required during a Device lifecycle such as staples, toners and Customer Replacement Units (CRU's).

- 5.4.1.2 The Supplier shall ensure that the (re)ordering processes for Consumables shall be designed to minimise the level of interaction required between Contracting Authorities Users and the Supplier.
- 5.4.1.3 The Supplier shall store Consumables on Contracting Authorities premises only with the prior consent of Contracting Authorities.

5.5 Networked Fault Reporting

- 5.5.1 The Supplier shall ensure that all Devices are capable of alerting Contracting Authorities of their functional status, unless otherwise specified by Contracting Authorities. This shall include alerts for low Consumables, paper jams, poor quality print, engineer required and any other fault that may result in loss of Device functionality. Alerts shall be sent to an agreed e-mail address and shall not include any information that may breach Contracting Authorities security.

5.6 Networked Monitoring and Consumables Replenishment

- 5.6.1 The Supplier shall ensure that where e-Maintenance is available to Contracting Authorities, the Device shall be capable of activating an alert of its functional status to the Supplier.
- 5.6.2 The Supplier shall ensure that networked digital Devices have the ability to order toner electronically from the Supplier.

5.7 Automated Meter Reading

- 5.7.1 The Supplier shall accept automated meter readings from Contracting Authorities via the web based online portal, telephone, email and or fax or by any other means agreed with Contracting Authorities in advance.
- 5.7.2 The Supplier shall accept automated meter readings directly from each networked digital Device, where this is specified, authorised and facilitated by Contracting Authorities.
- 5.7.3 The Supplier shall offer alternatives to the traditional quarterly automated meter reading where it is authorised by Contracting Authorities.

5.8 Infection Control

- 5.8.1 The Supplier shall supply Devices which allow control panels to be regularly wiped down by Contracting Authorities' Users, either with a damp cloth in order to remove physical debris and/or with detergent wipes for the cleansing of areas such as key pads.
- 5.8.2 The Supplier shall provide Contracting Authorities with instructions about cleaning procedures in order to ensure a clean working environment can be maintained at all times. The Supplier shall ensure that control of infection shall be of paramount importance where Equipment is deployed into clinical areas.

5.9 Up Time

- 5.9.1 The Supplier shall ensure, as a minimum, that 97% Up Time is achieved, as measured over any two (2) consecutive rolling quarterly periods (e.g. 62 days in a quarter at 8 hours per day, the Supplier shall ensure that all Primary Functions are available and supported for 481 hours out of 496 hours, as a minimum).
- 5.9.2 The Supplier shall undertake a full service investigation/resolution at no additional cost to Contracting Authorities, where Up Time performance fails to be met by the Supplier as set out in paragraph 5.9.1.

5.9.3 The Supplier shall provide a loan Device, on a like for like basis, where the device has been down and unable to operate for a continuous period of twenty four (24) working hours. The loan Device shall be in operation at the end of that twenty four (24) hour period and shall remain in place until the original Device is returned and fully operational.

5.9.4 **Machine Removal/ Replacement**

5.9.4.1 The Supplier shall provide Contracting Authorities with an automatic replacement Device, on a like for like basis under the same terms and contract end date, where any one or more of the following conditions apply:

- a Device has had a maximum of four (4) service calls for the same fault which results in the Device not being able to produce print/copy in any one quarter;
- a Device has not achieved the expected Up Time in two (2) consecutive rolling quarterly periods;
- a colour Device has become incapable of achieving the reference standard, using the sample images provided by Contracting Authorities;
- a mono Device has become incapable of achieving the specified Dots per Inch (dpi).

5.9.4.2 The Supplier shall remove the Equipment within twenty one (21) working days of notification by the Contracting Authorities.

5.9.4.3 The Supplier shall ensure that all Equipment supplied through this Schedule 2, which proves to be unfit for purpose, shall be replaced with an identical satisfactory piece of Equipment, which is approved by the Contracting Authorities, within five (5) working days of notification from the Contracting Authorities.

5.9.4.4 The Supplier shall ensure that all escalation outcomes are recorded with copies to be retained by both the Supplier made available to the Authority if required.

5.10 **First Time Fixed Rate**

5.10.1 The Supplier shall ensure, as a minimum, that the First Time Fix Rate is not lower than 95%, when measured over any two (2) consecutive rolling quarterly periods.

5.10.2 The Supplier shall have in place a detailed escalation reporting procedure to activate corrective steps where they have failed to meet First Time Fixed Rate of 95%, when measured over any two (2) consecutive rolling quarterly periods.

5.11 **Response Times**

5.11.1 The Supplier shall ensure that the maximum average Response Time is four (4) working hours for non-Print Room Equipment and two (2) working hours for Print Room Equipment, when measured over any two (2) consecutive rolling quarterly periods. The Supplier shall also ensure that the maximum acceptable Response Time for any single instance shall be six (6) working hours for non-Print Room Equipment and four (4) working hours for Print Room Equipment.

5.11.2 The Supplier shall ensure that Response Times are calculated to reflect the standard working day as defined at paragraph 5.2.1.

5.11.3 The Supplier shall ensure that the Response Times as specified in paragraph 5.11.1 apply throughout the UK (i.e. England, Northern Ireland, Scotland and Wales) and non-mainland areas of the UK.

- 5.11.4 The Supplier shall attempt to fix errors remotely in the first instance, where approved by Contracting Authorities, however the Supplier shall arrange an On-Site engineer where required.
- 5.11.5 The Supplier shall have in place a detailed escalation reporting procedure to activate corrective steps where they have failed to meet the four (4) working hour average Response Time for non-Print Room Equipment and two (2) working hours for Print Room Equipment, when measured over any two (2) consecutive rolling quarterly periods.
- 5.11.6 The Supplier shall not exceed the standard maximum average service response of twelve (12) hours for all A0 Wide Format Devices located within mainland UK (England, Northern Ireland, Scotland, and Wales).
- 5.11.7 The Supplier shall ensure that a next business day repair service is provided for all 3D Devices and single function desktop Devices utilised as part of a balanced deployment.
- 5.11.8 The Supplier shall comply with the Service Credits below if the average Response Times are exceeded and performance failure occurs:
- Service Credits for the cost and inconvenience caused to Contracting Authorities shall be calculated as a percentage (%) reduction of the service revenue element of the previous quarter's print output volume.
 - Service Credits shall be applied to the total quarterly service revenue value, inclusive of mono and colour volume charges, where applicable.
- Service Credits shall be 3% where a five (5) hour average Response Time is exceeded (three (3) hour for Print Room Equipment) and 5% where a six (6) hour average Response Time is exceeded (four (4) hour for Print Room Equipment).

5.12 Re-siting of Products

- 5.12.1 The Supplier shall ensure that any re-siting of Devices within the existing location i.e. in the same building, will be provided at no additional cost to Contracting Authorities.
- 5.12.2 The Supplier shall agree in advance with Contracting Authorities any additional charges that may be applicable for re-siting of Devices to another location. Charges may be incurred where special access requirements are required.
- 5.12.3 The Supplier shall ensure that any chargeable re-siting of Devices will be invoiced to Contracting Authorities at cost with no additional margin added by the Supplier.

6 MANDATORY REQUIREMENTS – SECURITY AND STANDARDS

This section provides details of the mandatory requirements for security and standards that the Supplier shall be expected to fulfil in their entirety in order to meet the requirements of this Framework Agreement.

6.1 SECURITY

- 6.1.1 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.
- 6.1.2 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.

6.1.3 The requirement as set out in paragraph 6.1.1, 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.

6.1.4 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.

6.1.5 The Supplier shall ensure that the implementation of security controls and how they shall comply to ISO 27001 or agreed equivalent, CESG BC, HMG Security Policy Framework as detailed at the link below and Industry best practice is documented, with associated security policies and standards:

<https://www.cesg.gov.uk/organisations/bcs-chartered-institute-it>

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

6.1.6 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.

6.1.7 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.

6.1.8 The Supplier shall ensure that any suspected or actual security breaches are reported to Contracting Authorities' representative immediately and depending on the impact of

the breach, shall be included in monthly/ quarterly performance reporting to the Authority.

- 6.1.9 The Supplier shall comply with all the relevant legislation, organisational and cross Government policy and guidelines in relation to data and asset security.
- 6.1.10 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.
- 6.1.11 The Supplier shall provide details of their Personnel security procedures and on request by Contracting Authorities, details of all Personnel that they intend to use in the delivery of the Goods and Services.

6.2 STANDARDS

- 6.2.1 The Supplier shall ensure that the Product Range is developed, installed, maintained and fully compliant with the 'CESG' and 'HMG' Security standards as detailed 6.1.5 in addition to those standards identified by Contracting Authorities at the Call Off stage.
- 6.2.2 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;
 - N3 (the national broadband network for the English National Health Service (NHS));
 - 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.
- 6.2.3 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;
 - fax security when network connected;
 - scan to email and use of central directory services for email addresses;
 - compliance with eGovernment Interoperability Framework (e-GIF).
- 6.2.4 The Supplier shall ensure that all Equipment supplied to Contracting Authorities complies with Evaluation Assurance Level 2 (EAL 2).

- 6.2.5 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.
- 6.2.6 The Supplier shall ensure that they support Contracting Authorities 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.
- 6.2.7 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.

7 MANDATORY REQUIREMENTS – SUPPLIER PERSONNEL AND VETTING

This section provides details of the mandatory Supplier Personnel and vetting requirements that the Supplier shall be expected to fulfil in their entirety in order to meet the requirements of the Framework Agreement.

7.1 SUPPLIER PERSONNEL

- 7.1.1 The Supplier shall ensure that all Supplier Personnel possess the qualifications, experience and competence appropriate to the tasks for which they are employed.
- 7.1.2 The Supplier shall ensure that all Supplier Personnel delivering the Product Range to Contracting Authorities are fully trained for the work they are undertaking and have direct access to the manufacturer’s current technical manuals and support services.
- 7.1.3 The Supplier shall ensure that all Supplier Personnel adhere and comply with Contracting Authorities’ safety and confidentiality requirements are met at all times.
- 7.1.4 The Supplier shall ensure that all Supplier Personnel supplying the Services of this Framework Agreement and any Call Off Contracts shall act in a responsible and professional manner, and shall provide and maintain the Product Range with all due skill, care and diligence.
- 7.1.5 The Supplier shall ensure that Supplier Personnel have PRINCE2 accreditation standards or an agreed equivalent where applicable for project management of Call Off Contract implementations.

7.2 VETTING

- 7.2.1 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 this is completed prior to the involvement of Supplier Personnel in the delivery of the Product Range under the Framework Agreement.
- 7.2.2 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.
- 7.2.3 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 accessible via the link below:

<https://www.gov.uk/government/publications/government-baseline-Personnel-security-standard>

- 7.2.4 The Supplier shall ensure that all Supplier Personnel have appropriate security clearance and comply with any additional security requirements specified by Contracting Authorities at the Call Off stage.
- 7.2.5 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.
- 7.2.6 The Supplier shall ensure that its Supplier Personnel involved in the delivery of the Services, have and maintain the relevant security clearance.

8 MANDATORY REQUIREMENTS – ORDER, DELIVERY AND INSTALLATION

This section provides details of the mandatory order, delivery and installation requirements that the Supplier shall be expected to fulfil in their entirety in order to meet the requirements of this Framework Agreement.

8.1 ORDER

- 8.1.1 The Supplier shall ensure effective, efficient and flexible administration of the Product Range supplied through this Framework Schedule 2.
- 8.1.2 The Supplier shall ensure that the ordering process is compliant with Framework Schedule 5 (Call Off Procedure).
- 8.1.3 The Supplier shall have the facility to accept orders by telephone, email and/or fax. This shall also include the use of e-procurement market places specific to Contracting Authorities.
- 8.1.4 The Supplier acknowledges and agrees that an official order raised and authorised by Contracting Authorities shall be sufficient to order the Product Range provided under this Framework Schedule 2 from the Supplier.
- 8.1.5 The Supplier shall obtain an authorised official purchase order from Contracting Authorities which details the Framework Agreement reference and any specific details relevant to the Contracting Authorities transaction. The Supplier shall not request the completion of any further paperwork
- 8.1.6 The Supplier acknowledges and agrees that all orders shall be placed using the maximum prices as specified in Framework Schedule 3 (Prices and Charging Structure) unless a further completion takes place at Call Off.
- 8.1.7 The Supplier shall ensure that no minimum order value will be levied against orders.
- 8.1.8 The Supplier shall ensure upon request that Contracting Authorities have the ability to make any subsequent orders co-terminus with the original contract.

8.2 DELIVERY

- 8.2.1 The Supplier shall ensure that all Equipment is delivered within twenty one (21) calendar days of receipt of an order from Contracting Authorities at no additional cost. In the event of any delay in the lead time, the Supplier shall immediately notify Contracting Authorities, specifying reasons for the delay and the revised delivery date, offering suitable contingency measures where Equipment is not delivered. Where issues cannot be resolved to the satisfaction of Contracting Authorities in the first instance or where there are recurring issues with delivery lead times, the Supplier shall immediately report this to the Authority.
- 8.2.2 The Supplier shall ensure that deliveries are flexible to avoid any disruption to Contracting Authorities during core operational hours (e.g. schools). Contracting Authorities reserve the right to specify delivery times to be agreed with the Supplier in advance.
- 8.2.3 The Supplier shall ensure that Equipment is delivered to point of use (subject to paragraph 8.2.7 (below) and shall be unpacked, sited, configured, connected and commissioned by the Supplier within one (1) working day of delivery.
- 8.2.4 The Supplier shall remove all packaging from the Contracting Authorities premises at the time of installation.
- 8.2.5 The Supplier shall ensure that Devices will be pre-configured on delivery to minimise environmental impact and maximise energy efficiency. As a minimum this shall include duplex being set as default, toner saving will be switched on and energy save will commence in after ten (10) minutes, unless otherwise specified by Contracting Authorities.
- 8.2.6 The Supplier shall ensure that Software drivers are similarly defaulted and shall pre-configure IP address and network settings where appropriate and agreed with Contracting Authorities.
- 8.2.7 The Supplier shall ensure where Contracting Authorities do not require an installation service that the Equipment will arrive complete with all materials and instructions necessary for self-installation.
- 8.2.8 The Supplier shall ensure that all Consumables are delivered within two (2) working days of ordering, unless Contracting Authorities specify at a later date.
- 8.2.9 The Supplier shall ensure that automatic ordering/ replenishment of Consumables shall be enabled at the point of installation through alerts direct from each networked digital Device, only where specifically authorised and facilitated by Contracting Authorities.
- 8.2.10 The Supplier shall ensure, upon installation that networked digital Devices have the ability to provide automatic meter readings, only where specifically authorised and facilitated by Contracting Authorities.
- 8.2.11 The Supplier shall ensure that Delivery Advice Notes are supplied to Contracting Authorities upon delivery of Equipment.
- 8.2.12 The Supplier shall ensure that regular updates are available to the Contracting Authorities to monitor delivery progress. The frequency of this reporting shall be agreed on a case by case basis, between the Supplier and the Contracting Authorities.

8.3 INSTALLATION

- 8.3.1.1 The Supplier shall ensure that the installation of all Equipment shall commence no later than one (1) working day after delivery unless otherwise specified by the Contracting Authorities.
- 8.3.1.2 The Supplier shall liaise closely with the Contracting Authorities I.T. management teams on an ongoing basis i.e. before, during and post installation of all Equipment.

9 MANDATORY REQUIREMENTS – SUSTAINABILITY AND ENVIRONMENTAL

This section provides details of the mandatory sustainability and environmental requirements that the Supplier shall be expected to fulfil in their entirety in order to meet the requirements of this Framework Agreement.

9.1 SUSTAINABILITY

- 9.1.1 The Supplier shall ensure that all Devices have the functionality to operate effectively with 100% post-consumer waste recycled paper.
- 9.1.2 The Supplier shall ensure that all Supplier Personnel are aware that the Product Range provided shall comply with section 3 and that recycled paper shall not be identified as the cause of any paper jamming issues experienced by Contracting Authorities.
- 9.1.3 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.
- 9.1.4 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>
- 9.1.5 The Supplier shall complete annual Corporate Social Responsibility (CSR) assessments upon request from Contracting Authorities.
- 9.1.6 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.

9.2 ENVIRONMENTAL

- 9.2.1 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>
- 9.2.2 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 WEEE 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>

9.2.3 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.

9.2.4 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>

9.2.5 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.

9.2.6 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.

9.2.7 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>

9.2.8 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).

9.2.9 Return of Consumables and Redundant Parts

9.2.9.1 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.

9.2.9.2 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.
- 9.2.9.3 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.
- 9.2.9.4 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.
- 9.2.9.5 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.
- 9.2.10 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.

10 MANDATORY REQUIREMENTS – FRAMEWORK MANAGEMENT

This section provides details of the mandatory framework management and reporting requirements that the Supplier shall be expected to fulfil in their entirety in order to meet the requirements of this Framework Agreement.

10.1 Framework Management Structure

10.1.1 The Supplier shall provide a suitably qualified nominated 'Supplier Framework Manager who will take overall responsibility for delivering the Goods and/ or Services required within this Framework Agreement, as well as a suitably qualified deputy to act in their absence.

- 10.1.2 The Supplier shall within five (5) working days of the Framework Commencement Date send to the Authority the name and contact details (including email address and telephone numbers) of the nominated Supplier Framework Manager and Deputy Framework Manager for this Framework Agreement.
- 10.1.3 The Supplier shall communicate any change in Framework Manager to the Authority, no less than one (1) month in advance of the planned change.
- 10.1.4 The Supplier's Framework Manager shall be familiar with all aspects of the Framework Agreement and suitably experienced in the role, ensuring that all the requirements of the Framework Agreement are met or exceeded. The Supplier shall have arrangements in place to deal with annual leave or any other (un)planned absence.
- 10.1.5 The Supplier shall manage this Framework Agreement by utilising the Authority's tiered Supplier Relationship Management (SRM) approach as set out in paragraph 10.2.3, which provides escalation routes and enables development of the key strategies at senior levels.
- 10.1.6 The Supplier's Framework Manager shall ensure that accurate process maps for the ordering and logistics processes are created and maintained throughout the duration of the Framework Agreement, which shall include details of all processes undertaken by the Supplier to fulfil the supply of Multifunctional Devices and Print Management Services under this Lot 2.
- 10.1.7 The Supplier's Framework Manager shall ensure where service levels are not being met, that appropriate extra resources are committed promptly and action is taken to resolve any issues to the satisfaction of the Authority which may include a Performance Improvement Plan (PIP).
- 10.1.8 Following the Framework Commencement date, the Authority shall produce and issue to the Supplier a draft Supplier Action Plan. The Supplier Action Plan shall, unless the Authority otherwise Approves, be agreed between the Parties and come in to effect within two weeks from receipt by the Supplier of the Supplier Action Plan as specified in Framework Schedule 8 (Framework Management).
- 10.1.9 The Supplier Action Plan shall be managed and updated on an ongoing basis by the Authority. Any changes to the Action Plan shall be notified by the Authority to the Supplier. The Supplier shall not unreasonably withhold its agreement to any changes to the Supplier Action Plan. Any such changes shall, unless the Authority otherwise Approves, be agreed between the Authority and the Supplier and come in to effect within two (2) weeks from receipt by the Supplier of the Authority's notification as specified in Framework Schedule 8 (Framework Management).

10.2 Supplier review meetings

- 10.2.1 The Supplier review meetings shall take place with the Authority at an agreed location between both the Supplier and the Authority throughout the Framework Period and thereafter until the Framework Expiry Date.
- 10.2.2 The Supplier review meetings shall be attended, as a minimum by the Authority Representative(s) and the Supplier Framework Manager.
- 10.2.3 The Supplier shall agree the level of engagement and frequency with the Authority within one (1) month of the Framework Commencement Date, but as a minimum this shall include:

Frequency	Status	Format	Attendees	Information Required
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Monthly	Operational	Meeting or telephone conference	To be agreed at Implementation	Monthly MI Highlight Report
Quarterly	Operational	Meeting	To be agreed at Implementation	Highlight Report Dashboard Continuous Improvement Plan
Bi-annually	Operational / Strategic	Meeting	To be agreed at Implementation	Dashboard, Mid-Year Review and Forecast Report
Annually	Strategic	Meeting	To be agreed at Implementation	Dashboard, End of Year Review and Forecast Report

10.2.4 The purpose of the Supplier review meetings will be to agree strategic objectives, review Supplier performance, resolve issues, identify potential business opportunities and innovative solutions, and where applicable review the Suppliers adherence to the Supplier Action Plan.

10.3 Framework Assurance

10.3.1 The Supplier shall provide the Authority with framework assurance on the following areas:

- business continuity;
- financial stability;
- data and asset security;
- risk management;
- quality of service;
- Value For Money (VFM);
- accuracy of agreed management Information and ad hoc reporting;
- environmental returns;
- initiatives; and
- continuous improvement and innovation.

10.3.2 The framework assurance requirements shall be managed and reviewed by the Authority and the content incorporated within the Supplier Action Plan, as set out in Framework Schedule 8 (Framework Management).

10.4 KEY PERFORMANCE INDICATORS AND PERFORMANCE MANAGEMENT

10.4.1 The Supplier shall comply with the Key Performance Indicators as set out in paragraphs 5.9, 5.10 and 5.11 of this Framework Schedule 2 and Framework Schedule 8 (Framework Management), Section 3 (Key Performance Indicators).

10.4.2 The Supplier shall provide monthly and quarterly Highlight Reports to the Authority, to include the following information:

- Supplier's performance against Service Levels (as agreed at the Call Off stage);
- identified risks and issues and measures put in place to mitigate;
- proposals on and/or progress against agreed initiatives to perform within a leaner process;
- proposals on and/or progress against agreed initiatives to provide economies of scale.

10.4.3 The Supplier shall complete a template Dashboard Report and shall utilise graphs and charts to indicate trends and variances. The template shall be provided by the Authority.

10.4.4 The Supplier shall provide a Dashboard Report to cover a period of time specified by the Authority, on a quarterly, bi-annual and annual basis. The content of the Dashboard shall provide high level information on the following as a minimum, unless otherwise specified by the Authority:

- total Service Revenue per month;
- total number of Devices supplied per month;
- total number of Contracting Authorities' Call Offs per month;
- quarterly capital/hardware sales;
- quarterly sales value per Contracting Authority sector;
- Machines in Field (MIF) – Number of Devices deployed;
- savings summary;
- opportunity pipeline;
- Service Level performance statistics;
- marketing and Communications summary;
- percentage of first time fix by Print Room Device model;
- actual time to repair by Device model;
- Print Room power consumption data;
- average print volume between service calls by Device model;
- trend analysis data;
- lessons learned (in the defined reporting period);
- details of replacement Equipment provided and frequencies;
- Details of trial Equipment provided and performance report(s);
- WEEE – details of Equipment repatriated/to be repatriated;
- report on efficiencies and savings, which could be achieved by Contracting Authorities through print output Device fleet acquisition and management;
- opportunity analysis of print output Device fleets identifying areas where print volume and time constraints may benefit from change of Equipment or process.

10.5 SUPPLIER MANAGEMENT INFORMATION (MI)

10.5.1 The Supplier shall provide MI in accordance with the requirements as set out in Framework Schedule 9 (Management Information).

10.6 Additional Supplier Management Information (MI)

10.6.1 The Supplier shall ensure they are capable of producing additional MI on the complete Product Range, in the following formats unless otherwise specified by the Authority :

- Excel;
- Access;
- CSV;
- Word;
- PDF.

10.6.2 The Supplier shall ensure that the specific MI requirements of the Authority continue to be met throughout the duration of the Framework Agreement and any Call Off Contracts. The Supplier shall work co-operatively with the Authority to meet these developing MI requirements at no additional cost.

10.6.3 The Supplier shall hold the following MI for each Device in a single database and make it available to the Authority when requested, including but not limited to:

- Contracting Authorities' sector / sub-sector (categories determined by Contracting Authorities);
- Contracting Authorities;
- geographical region (categories determined by Contracting Authorities);
- account management details per Contracting Authority;
- Device location including postcode;
- Device model;
- Device serial number;
- Device installation date;
- network connection status (whether the Device is connected or not);
- Machine Rated Speed;
- power consumption of Device;
- mono/colour-capable/colour as primary use;
- Device lease period in months (0 if purchased outright);
- Device Lease Agreement end date;
- Device quarterly/monthly lease cost (0 if purchased outright);
- total mono pages printed by the Device per month/quarter;
- total mono pages printed by the Device since installation;
- average monthly/quarterly mono volume printed by the Device since installation;
- recommended monthly/quarterly mono print volume for the Device;
- mono page cost for the Device per month/quarter;
- total colour pages printed by the Device per month/quarter;
- total colour pages printed by the Device since installation;
- average monthly/quarterly colour volume printed by the Device since installation;
- recommended monthly/quarterly colour print volume for the Device;
- colour page cost for the Device per month/quarter;
- total number of service requests logged for the Device per month/quarter;
- average Response Time for Device service calls in month/quarter;
- total minutes the Device has been down (any primary function) per month/quarter;
- % Up Time of the Device per month/quarter (against total supported minutes).

10.7 Third Party Sub-Contracting

10.7.1 The Supplier shall comply with the requirements set out in Clause 25 (Supply Chain Rights and Protection) of this Framework Agreement and Framework Schedule 7 (Key Sub-Contractors).

10.7.2 The Supplier shall be the primary point of contact for all third party Sub-Contractors and shall therefore be responsible for managing, controlling and maintaining all relationships throughout the duration of the Framework Agreement and Call Off Contracts.

10.8 Complaints Procedure

10.8.1 The Supplier shall comply with the requirements as set out in Clause 47 (Complaints Handling) of the RM3781 Framework Agreement.

10.8.2 The Supplier shall have in place robust and auditable procedures for logging, managing, escalating and resolving issues, complaints or problems reported by the Authority.

10.8.3 The Supplier shall accept issues, queries and complaints by telephone, fax, email and/or letter.

10.9 New and Replaced/ Superseded Equipment Introduction Procedure

10.9.1 The Supplier shall follow the New and replacement Equipment introduction procedures as set out in this paragraphs 10.10 and 10.11 for each proposed Equipment introduction and in accordance with Clause 19.1 (Variation Procedure) of Framework Agreement,

10.10 New Equipment

10.10.1 The Supplier shall not promote or sell any new Equipment to Contracting Authorities through the Framework Agreement without authorisation from the Authority.

10.10.2 The Supplier shall submit all new Equipment requests to the Authority via an updated catalogue at the earliest opportunity and not less than twenty one (21) calendar days prior to intended publication to Contracting Authorities.

10.10.3 The Supplier shall ensure that all proposed new Equipment offers tangible benefits and increased value to justify the addition to the catalogue, prior to requesting the addition of any new Equipment,.

10.10.4 The Supplier shall provide information for each new Equipment request, on the following areas:

- price (including mono and colour copy costs, as applicable for new Devices);
- technical specification of the Equipment;
- environmental performance of the Equipment;
- standards and security conformance of the Equipment;
- total cost of ownership of the Equipment.

10.10.5 The Supplier shall not increase costs through the introduction of any new Equipment

10.11 Replaced/ Superseded Equipment

10.11.1 The Supplier shall be responsible and accountable for managing the replacement of existing catalogue Equipment that is superseded throughout the duration of the Framework Agreement. The Supplier shall ensure that all replacement Equipment is of equivalent or improved specification and environmental performance relative to the original/existing authorised catalogue Equipment being superseded.

10.11.2 The Supplier shall notify the Authority of all changes relating to replacement or superseded Equipment via an updated catalogue at the earliest opportunity and not less than twenty one (21) calendar days prior to intended publication to Contracting Authorities.

10.11.3 The Supplier shall ensure that the online portal is updated at the point of publication to reflect the replacement/superseded Equipment.

10.11.4 The Authority reserves the right to audit approximately 100% of replacement/superseded Equipment on an annual basis to ensure that these have been introduced on a like for like basis against the required criteria. The Supplier shall provide information on the following criteria, when requested by the Authority:

- price (including mono and colour copy costs, as applicable for Devices);
- technical specification of the Equipment;
- environmental performance of the Equipment;
- standards and security conformance of the Equipment;
- total cost of ownership of the Equipment.

10.11.5 The Supplier shall not increase costs through the introduction of any replacement or superseded Equipment.

10.12 CONTINUOUS IMPROVEMENT

10.12.1 The Supplier shall comply with the requirements set out in Framework Schedule 12 - (Continuous Improvement and Benchmarking).

10.12.2 The Supplier shall continually improve the way in which the required Product Range is to be delivered throughout the duration of the Framework Agreement to optimise savings and efficiencies and offer increased value for money across Government.

10.12.3 The Supplier shall maintain open channels of communication with the Authority to resolve issues, share lessons learned and present new ways of working during the Framework Agreement review meetings. Any proposed new ways of delivering the Product Range shall be brought to the Authority's attention and formally agreed prior to any changes being implemented.

10.12.4 The Supplier shall demonstrate its capability of delivering the Product Range and flexibility and scalability of meeting the current and future demands in relation to print strategies of Contracting Authorities.

10.12.5 The Authority shall reserve the right to make changes to the Product Range available to ensure that this Lot 2 remains compliant with Contracting Authorities' requirements.

10.12.6 The Supplier shall conduct twice yearly a customer satisfaction exercise and survey Contracting Authorities responses to ascertain satisfaction levels for the Product Range supplied. The Supplier shall produce survey results for review by the Authority.

10.13 MARKETING AND COMMUNICATION

10.13.1 The Supplier shall pro-actively work with the Authority to establish and manage a Marketing and Communications Plan. This plan will detail all marketing activities including, but not limited to, producing case studies, running or attending events, direct mail campaigns, and Social Media campaigns.

10.13.2 The Supplier shall ensure that any documents produced as a result of the Framework award (e.g. catalogues) can be provided in a variety of formats upon request by the Authority and Contracting Authorities, to ensure they are accessible to all. This requirement shall include, but not limited to, large print or a bi-lingual format.

- 10.13.3 The Supplier shall ensure that the emphasis of any marketing effort relating to the Framework Agreement must focus on savings and benefits to be achieved through the Framework Agreement via page output management, cost savings and/or operational efficiencies, for example, rather than benefits of the Supplier's own goods and services as an end in themselves.
- 10.13.4 The Supplier shall provide data and images to the Authority and/or Contracting Authorities for the purposes of creating and maintaining electronic and other catalogues upon request.
- 10.13.5 The Supplier shall produce case studies of Contracting Authorities who have contracted through the Framework Agreement to highlight the savings and benefits achieved. The Supplier shall gain approval from Contracting Authorities prior to any release or publication.
- 10.13.6 The Supplier shall highlight Social Value, sustainability and environmental advantages and issues as part of any marketing material and specifically wherever it promotes awareness of and improvement in any of these areas.
- 10.13.7 The Supplier shall ensure that all marketing materials and communications which make reference to the Framework Agreement, including case studies, are approved by the Authority prior to any release or publication.

11 CONTRACTING AUTHORITIES CALL OFF CONTRACT AND/ OR LEASE AGREEMENT MANAGEMENT
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This section provides details of the mandatory Contracting Authorities contract management and reporting requirements that the Supplier shall be expected to fulfil in their entirety in order to meet the requirements of the Call Off Contract and/ or Lease Agreement:

11.1 Contracting Authorities Management Structure

- 11.1.1 The Supplier shall provide a suitably qualified nominated 'Call Off Contract' and/ or 'Lease Agreement' Manager who will take overall responsibility for delivering the Goods and/ or Services required within this Call Off Contract and/ or Lease Agreement, as well as a suitably qualified deputy to act in their absence.
- 11.1.2 The Supplier shall within five (5) working days of the Call Off Contract and/ or Lease Agreement Commencement Date send to the Contracting Authorities the name and contact details (including email address and telephone numbers) of the nominated Call Off Contract and/ or Lease Agreement Manager and Deputy Call Off Contract and/ or Lease Agreement Manager.
- 11.1.3 The Supplier shall communicate any change in the Call Off Contract and/ or Lease Agreement Manager to Contracting Authorities, no less than one (1) month in advance of the planned change.
- 11.1.4 The Supplier's Call Off Contract and/ or Lease Agreement Manager shall be familiar with all aspects of the Call Off Contract and/ or Lease Agreement and suitably experienced in the role, ensuring that all the requirements of the Call Of Contract and/ or Lease Agreement are met or exceeded. The Supplier shall have arrangements in place to deal with annual leave or any other (un)planned absence.
- 11.1.5 The Supplier shall manage the Call Off Contract and/ or Lease Agreement by utilising the Contracting Authorities tiered Supplier Relationship Management (SRM) approach

as set out in paragraph 11.4.3, which provides escalation routes and enables development of the key strategies at senior levels.

- 11.1.6 The Supplier's Call Off Contract and/ or Lease Agreement Manager shall ensure where service levels are not being met, that appropriate extra resources are committed promptly and action is taken to resolve any issues to the satisfaction of Contracting Authorities which may include a Performance Improvement Plan (PIP).

11.2 Device Management

- 11.2.1.1 The Supplier shall work co-operatively with Contracting Authorities to ensure the best utilisation of Devices by providing flexibility around the management, (re)location and (re)deployment of Contracting Authorities Devices throughout the duration of the Call Off Contract and/ or Lease Agreement.
- 11.2.1.2 The Supplier shall ensure that all Devices within their area of control, are operated to ensure that print jobs are directed to the most efficient and cost effective Device. The Supplier shall ensure that this approach includes Contracting Authorities sites that utilise third party multi-vendor Legacy Equipment.
- 11.2.1.3 The Supplier shall provide proposals which shall form part of the regular review process with Contracting Authorities, following assessment of Device deployments against Contracting Authorities User demands/printed volume and utilisation of the Devices.
- 11.2.1.4 The Supplier shall ensure that proposals seek to increase the number of Personnel utilising each Device to improve the User per Device ratio and support continual reduction of the Contracting Authorities print costs.

11.3 Technology Hardware/ Software Upgrades

- 11.3.1.1 The Supplier shall enable Contracting Authorities to consider technological upgrades (both hardware and Software) as part of the Call Off Contract and/ or Lease Agreement, when 'new' technology is launched, which is able to deliver considerable operational and financial benefits to Contracting Authorities. The Supplier shall be aware that upgrading of technology shall not occur where the cost outweighs the benefit.
- 11.3.1.2 The Supplier shall use an open platform system wherever possible for all Software, which allows for integration, data retrieval and future developments, for example, making available the Application Program Interface (API).

11.4 Supplier review meetings

- 11.4.1 Supplier review meetings shall take place with Contracting Authorities at an agreed location between both the Supplier and Contracting Authorities throughout the Call Off Contract and/ or Lease Agreement Period and thereafter until the Call Off Contract and/ or Lease Agreement Expiry Date.
- 11.4.2 The Supplier review meetings shall be attended, as a minimum by Contracting Authorities Representative(s) and the Supplier Call Off Contract and/ or Lease Agreement Manager.
- 11.4.3 The Supplier shall agree the level of engagement and frequency with Contracting Authorities within one (1) month of the Call Off Contract and/ or Lease Agreement Commencement Date, but as a minimum this shall include:

Frequency	Status	Format	Attendees	Information Required
Monthly	Operational	Meeting or telephone conference	To be agreed at Implementation	Monthly MI Highlight Report
Quarterly	Operational	Meeting	To be agreed at Implementation	Highlight Report Dashboard Continuous Improvement Plan
Bi-annually	Operational / Strategic	Meeting	To be agreed at Implementation	Dashboard, Mid-Year Review and Forecast Report
Annually	Strategic	Meeting	To be agreed at Implementation	Dashboard, End of Year Review and Forecast Report

11.4.4 The purpose of the review meetings will be to review Supplier performance and resolve issues where required.

11.5 KEY PERFORMANCE INDICATORS AND PERFORMANCE MANAGEMENT

11.5.1 The Supplier shall comply with the Key Performance Indicators as agreed at (Call Off stage).

11.5.2 The Supplier shall provide monthly and quarterly Highlight Reports to Contracting Authorities, to include the following information:

- Supplier's performance against Service Levels (as agreed at Call Off and/ or Lease Agreement stage);
- identified risks and issues and measures put in place to mitigate;
- proposals on and/or progress against agreed initiatives to perform within a leaner process;
- proposals on and/or progress against agreed initiatives to provide economies of scale.

11.6 SUPPLIER MANAGEMENT INFORMATION (MI)

11.6.1 The Supplier shall ensure they are capable of producing MI on the complete Product Range, in the following formats unless otherwise specified by Contracting Authorities:

- Excel;
- Access;
- CSV;
- Word;
- PDF.

11.6.2 The Supplier shall ensure that the specific MI requirements of Contracting Authorities continue to be met throughout the duration of the Call Off Contract and/ or Lease Agreement. The Supplier shall work co-operatively with Contracting Authorities to meet these developing MI requirements at no additional cost.

11.6.3 The Supplier shall hold the following MI for each Device in a single database and make it available to Contracting Authorities when requested, including but not limited to:

- Contracting Authorities sector / sub-sector (categories determined by Contracting Authorities);
- Contracting Authorities;
- geographical region (categories determined by Contracting Authorities);
- account management details per Contracting Authority;
- Device location including postcode;
- Device model;
- Device serial number;
- Device installation date;
- network connection status (whether the Device is connected or not);
- Machine Rated Speed;
- power consumption of Device;
- mono/colour-capable/colour as primary use;
- Device lease period in months (0 if purchased outright);
- Device Lease Agreement end date;
- Device quarterly/monthly lease cost (0 if purchased outright);
- total mono pages printed by the Device per month/quarter;
- total mono pages printed by the Device since installation;
- average monthly/quarterly mono volume printed by the Device since installation;
- recommended monthly/quarterly mono print volume for the Device;
- mono page cost for the Device per month/quarter;
- total colour pages printed by the Device per month/quarter;
- total colour pages printed by the Device since installation;
- average monthly/quarterly colour volume printed by the Device since installation;
- recommended monthly/quarterly colour print volume for the Device;
- colour page cost for the Device per month/quarter;
- total number of service requests logged for the Device per month/quarter;
- average Response Time for Device service calls in month/quarter;
- total minutes the Device has been down (any primary function) per month/quarter;
- % Up Time of the Device per month/quarter (against total supported minutes).

11.6.3.1 The Supplier shall provide flexible Management Information reporting to Contracting Authorities to support periodical reviews which shall assess Contracting Authorities current position in relation to their print strategy.

11.6.3.2 The Supplier shall work with Contracting Authorities to manage and maintain an effective balanced deployment of the Product Range, and make proposals to Contracting Authorities where they can demonstrate improvements can be made.

11.6.3.3 The Supplier shall conduct a benchmarking process to demonstrate how they compare against other similar users of the Framework Agreement, where requested by Contracting Authorities. The Supplier shall ensure that any such benchmark information is provided without breaching any Contracting Authorities confidentiality.

11.7 Third Party Sub-Contracting

- 11.7.1 The Supplier shall comply with the requirements set out in Clause 25 (Supply Chain Rights and Protection) of Framework Schedule 4 – (Call Off Order Form and Call Off Terms for Goods and/ or Services (non ICT)).
- 11.7.2 The Supplier shall be the primary point of contact for all third party Sub-Contractors and shall therefore be responsible for managing, controlling and maintaining all relationships throughout the duration of the Framework Agreement and Call Off Contracts.

11.8 Complaints Procedure

- 11.8.1 The Supplier shall acknowledge any complaints received by Contracting Authorities within two (2) working days of receipt of the complaint and use best endeavours to resolve within five (5) working days, or by agreement with Contracting Authorities.
- 11.8.2 The Supplier shall have in place robust and auditable procedures for logging, managing, escalating and resolving issues, complaints or problems reported by Contracting Authorities.
- 11.8.3 The Supplier shall accept issues, queries and complaints by telephone, fax, email and/or letter.
- 11.8.4 The Supplier shall ensure that all Contracting Authorities' complaints and correspondence are logged within an "issues log" to be maintained by the Supplier's designated Call Off and/ or Lease Agreement Contract Manager. This record shall be made available by the Supplier to Contracting Authorities to assist with performance reviews.

11.9 CONTINUOUS IMPROVEMENT

- 11.9.1 The Supplier shall make available its Customer Satisfaction exercise results to Contracting Authorities upon request.

12 ADDITIONAL REQUIREMENTS – OVERSEAS

- 12.1.1 The Supplier shall where required, provide the Product Range to Contracting Authorities with requirements overseas as specified by Contracting Authorities at Call Off stage.
- 12.1.2 The Supplier shall agree charges with Contracting Authorities in advance of the delivery of the Product Range Overseas in accordance with Framework Schedule 3 (Pricing and Charging).

ANNEXES

ANNEX 1 - GLOSSARY

Application Program Interface (API)	means a set of routine definitions, protocols, and tools for building software and applications.
Auditing Software	means the Software provided to Contracting Authorities by the Supplier designed to carry out a specific function
Call Off Contract Manager	means the Supplier's contract manager appointed to manage the Contracting Authorities contract.
Consumables	means goods that need to be replenished in accordance with this Framework Schedule 2.
Dashboard Report	means a high level performance report, utilising graphs and charts to indicate trends and variances in performance, covering a period to be specified.

Data	means Data relating to a Record which is stored on a Suppliers Multifunctional Devices and print management software system and databases.
Device(s)	means Multifunctional Devices
Disclosure and Barring Service (DBS)	means the Disclosure and Barring Service (DBS) which is a non-departmental Contracting Authority of the Home Office of the United Kingdom.
Dots Per Inch (DPI)	means the physical dot density of an image when it is reproduced as a real physical entity, for example printed onto paper
Electronic Document and Records Management Systems (EDRMS)	means a type of Content Management system and refers to the combined technologies of document management and records management systems as an integrated system.
Enhanced Service	means the particular Service required as defined by Contracting Authorities within the Call Off Contract
Equipment	means any hardware, software and consumables provided by the Supplier to undertake the Services it is contracted to perform.
First Time Fix Rate	means the measurement that is applied to quantify how efficiently the Supplier is resolving Contracting Authorities product issues on the initial visit/following the initial call.
Framework Manager	means the person(s) who is suitably experienced and who is responsible for ensuring that all the requirements of the Framework Agreement are met or exceeded and must be familiar with all aspects of the Framework Agreement.
Government Buying Standards (GBS)	means the set of standards that government buyers must follow and the information about sustainable procurement and how it should be applied when buying goods and services.
Government Security Classification Policy	means the system for classifying sensitive government data in the United Kingdom
Government's Social Values	means the way that Government buyers applies its thought processes around how scarce resources are allocated and used. It involves looking beyond the price of each individual contract and looking at what the collective benefit to a community is when Contracting Authorities choose to award a contract.
Hard Disk Drive (HDD)	means a Data storage device used for storing and retrieving digital information using one or more rigid rapidly rotating disks (platters) coated with magnetic material.
Highlight Report	means a report which is sent by the Supplier's Framework Manager and Call Off Contract Manager to Contracting Authorities on a minimum of a monthly and quarterly basis detailing any key issues or risks which the Supplier feels the Authority (Framework Agreement level) or Contracting Authorities (Call Off contract level) should be aware of and progress against previously agreed key initiatives and actions.
Hybrid Mail Solution	means a secure On-Site Hybrid Mail Solution delivered through the provision of Software as specified by Contracting Authorities at Call Off. Any such solution shall be provided and operated within Contracting Authorities premises and shall utilise existing Equipment owned or leased by Contracting Authorities, including but not limited to, Multifunctional Devices.

Implementation Period	means the period of time agreed to implement the contract and/or service prior to contract commencement date
Implementation Plan (IP)	means a plan which is to be agreed between Contracting Authorities and Supplier after Contract Award, detailing the plan to implement the new service provision while also detailing actions, deliverables and timescales.
Inbound Mail Solution	means a secure On-Site Inbound Mail Solution delivered through the provision of Software, where required and as specified by Contracting Authorities at Call Off. Any such digital enablement Software solution shall be installed at Contracting Authorities premises, operated by Contracting Authorities Personnel and shall utilise existing Equipment owned or leased by Contracting Authorities, including but not limited to, scanners.
Job Definition Format (JDF)	means a technical standard being developed by the graphic arts industry to facilitate cross-vendor workflow implementations of the application domain. It is an XML format about job ticket, message description, and message interchange.
Lease Agreement	means a legal document outlining the terms under which one party agrees to rent property from another party
Legacy Equipment	means Contracting Authorities owned and/or leased third party equipment
Lessee	means a person who holds the lease of a goods
Lessor	means a person who leases or lets a goods to another
Management Reports	means reports created by the Supplier for Authority or Contracting Authorities on Supplier activities.
Marketing and Communications Plan	means the plan agreed between the Authority and the Supplier which will detail all marketing activities including, but not limited to, producing case studies, running or attending events, direct mail campaigns, and Social Media campaigns.
Multifunctional Devices (MFD's)	means the product(s) that have been identified within this specification to perform a variety of functions including, but not limited to, printing, photocopying, scanning.
Off-Site	means Services performed at a Suppliers premises
On-Site	means Services performed at a designated Contracting Authorities office or other location.
Open Architecture Software	means a type of computer architecture or Software architecture that is designed to make adding, upgrading and swapping components easy.
Original Equipment Manufacturer (OEM)	are manufacturers who resell another company's product under their own name and branding.
Performance Improvement Plan (PIP)	means a plan that recognises failures in delivery and identifies corrective action(s) and timeline(s) for each targeted performance area with assigned accountability.
Personnel	means the Personnel of the Supplier of whom the Contracting Authorities have entered into a Call Off contract.

Product Range	means the range of New Equipment and Software, together with all associated and specified requirements that will be available to Contracting Authorities via this Framework Agreement.
Primary Functions	means the core function(s) of the device and or service
Primary Lease	means the initial primary contractual period where the Supplier will manage the specified Multifunctional Devices (MFDs) and Entry Level Print Management Software Goods and Services on behalf of Contracting Authorities.
Print Assessment/ Surveys	means assessments or surveys that are conducted by the Supplier designed to support Contracting Authorities in ensuring that their future print strategy is based on optimizing its productivity and lowering costs by directing the right print output to the right device and optimising document workflows and relevant business processes.
Print/ Fleet Manager	means the Supplier provided person(s) provided to Contracting Authorities to support and focus on the day to day operational requirements of Contracting Authorities in relation to the implementation of the Contracting Authorities print strategy.
Print Management Software and Service	means any print management Software and/or services provided to Contracting Authorities by the Supplier designed to carry out a specific function associated with the optimisation and automation of specific functions, as specified by Contracting Authorities at Call Off
Print Room	means the Contracting Authorities room or premises where printing operations takes place
Print Room Equipment	means the Equipment specified by Contracting Authorities at Call Off, designed to carry out a specific function within a print room environment.
Private Finance Initiative (PFI)	means a method of providing funds for major capital investments where private firms are contracted to complete and manage public projects.
Project Manager	means the person in overall charge of the planning and execution of a particular project.
Quality Department	means the department within the Supplier organisation who is responsible for the delivery of a consistently high quality of service, delivered by appropriately experienced Supplier Personnel, who have knowledge of Contracting Authorities' requirements.
Release Notes	means the set of documents that are released and delivered to Contracting Authorities when an update to the product is released (i.e. usually Software updates).
Reprographics Equipment	means the Equipment specified by Contracting Authorities at Call Off, designed to carry out a specific function within a reprographics room environment.
Response Time	means the time from Contracting Authorities first placing a call with the Supplier, to the arrival On-Site of an engineer at the particular Device.
Secondary Lease	means a period of extension that Contracting Authorities may choose which will result in an extension to the original Primary Lease period. This total contracted period (a combined primary and secondary

	period) will not extend the Contracting Authorities total lease period beyond 5 years (i.e. from the commencement of the primary period to the expiry of the Secondary Lease period).
Service Levels	means the Contracting Authorities' specified Service Level linked to specific functions which the Supplier is required to undertake as part of the Contract.
Service Level Agreement	means a part of a standardized service contract where a service is formally defined. Particular aspects of the service – scope, quality, responsibilities – are agreed between the service provider and the service user.
Site	means a designated Contracting Authorities' location.
Social Media	means websites and applications that enable users to create and share content or to participate in social networking.
Software	means the range of Software that has been specified within this Framework Agreement Schedule 2.
Supplier Action Plan	means a document compiled by the Contracting Authorities' Category Manager and agreed with the Supplier to progress any key initiatives identified during the length of the contract. The content of which shall contain, but is not limited to, key initiatives, targets, MI reporting, key customer information etc.
Supplier Relationship Management (SRM)	means the discipline of strategically and operationally planning for, and managing, all interactions with Suppliers that supply goods and services to the Authority via this Framework Agreement or Contracting Authorities via subsequent Call Off Contracts, in order to maximize the value of those interactions.
Tax Fixed	means creating a fixed tax-deductible cost that avoids the need for complex tax depreciation. It could also refer to VAT, which is fixed at 20% at the start of the operating Lease Agreement.
UK Bank Holidays	means all UK Bank Holidays which are detailed in the link below: https://www.gov.uk/bank-holidays
Universal Pre and Post Processing Interface (UP3i)	Means the industry standard intelligent LAN interface that connects production printers, inline pre- and post-processing devices, workflow managers, and remote operating stations to provide high speed two way communications between the printer control unit and pre- and post-processing devices.
Up Time	means the percentage (%) of time that all Primary Functions are running simultaneously out of the supported hours per quarter.
User	means either a member of Contracting Authorities' Personnel or Supplier employee who has access to the Records Information Management System.
Web Content Accessibility Guidelines (WCAG)	means a part of a series of web accessibility guidelines published by the Web Accessibility Initiative (WAI) of the World Wide Web Consortium (W3C), the main international standards organization for the Internet.
Wide Format Devices	means any generally accepted pc controlled printing machine(s) (i.e. printers) that are designed to support a maximum print roll width of between 18" and 100".

