

ICT SERVICES AGREEMENT SCHEDULES

SCHEDULE 2.1

SERVICES DESCRIPTION



**Specification for Maintenance and Support
Services
for the
Northern Ireland Civil Service
Data Network and Security
Telecommunications Equipment**

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1. Introduction

This specification is for the procurement of maintenance and support services, as described in this document, in relation to the LAN Infrastructure hardware devices and the Network Security Infrastructure devices listed in Appendix A and B of this specification.

Any contract resulting from this specification will be between the supplier and Contracting Authority, the Department of Finance and Personnel (DFP), within the NICS. In this instance CPD are acting on behalf of the DFP and specifically IT Assist within DFP.

IT Assist have responsibility for the planning, delivery and support of IT services within the NICS providing common application services supported on the equipment included within this specification. IT Assist is referred to as 'the Authority' throughout this specification.

1.1 Background

IT Assist support the security and availability of a common data and voice network infrastructure within the NICS. The Wide Area Network (WAN) element of this network support has been awarded to Eircom on a managed service basis. The hardware associated with this WAN provision is therefore outside the scope of this specification.

The common element of IT Assist support includes the support and provision of central applications such as Office Automation Systems, e-mail and internet access services, Local and Wide Area networks, Telephony services and security services to support these to various Impact levels. The NICS departments have retained responsibility for some bespoke, departmental specific, applications. The hardware supporting these applications again falls outside the scope of this specification.

In order to support the centralised functions IT Assist have existing infrastructure equipment and invested in new network devices both centrally in two recently established data centres, and remotely at each location requiring service.

It is this equipment, listed in Appendix A and B, to which this specification refers.

The Authority continues to investigate how to best provide efficient and effective communications services at best value for money. As such this will inevitably result in changes to the device inventory and vendor throughout the contract period.

2. Description and Scope of Services

- 1 The Authority requires strategic maintenance and support services for all data communication devices for which it has responsibility. These support services will include hardware maintenance, on a repair or replace basis, and software support to include remedial patching and upgrades where applicable.
- 2 The devices will include standard data and security communication infrastructure equipment such as routers, switches, firewalls etc as listed in Appendix A and B of this specification.
- 3 All repair and replacement timeframes within this specification relate to the time taken from the fault report being received by the supplier to the time of service restoration. Service may be restored through equipment repair, replacement or by a temporary 'fix' providing a future repair or replacement is implemented within a revised agreed timeframe. Software issues will be treated in a similar fashion with 'work-a-round' solutions being acceptable to the Authority providing that service is restored and a permanent solution, if applicable, will be implemented at a later date with an agreed methodology and timetable to be agreed with the Authority.
- 4 The supplier will provide 'second level' support on all devices with the initial fault report being received by the Authority's internal Helpdesk staff. The Authority will carry out an initial "triage" of any fault with the assistance of 'in-house' IT support staff. The fault will only be passed to the supplier if the 'in-house' team cannot rectify the problem. Repair timeframes, from the supplier perspective, will only start upon receipt of this call from the Authority.
- 5 The IT support staff within the Authority may, from time to time, call upon the expertise of the Supplier for help and guidance. This advice must be available at a suitable level of expertise. It is expected that the Supplier support expertise will cover up to expert levels equivalent to CCIE for Cisco products and an equivalent level of expertise for non-Cisco devices and services. Supplier assistance in the form of an engineering site visit will only take place following an actual fault report from the Authority in line with the triage process outlined in this contract.
- 6 It is essential that the supplier can demonstrate that there is good robust support back-up with the relevant manufacturers in terms of fault escalation and resolution.
- 7 Software support will consist of the provision of appropriate software patches and the routine upgrade of software when made available from the device manufacturers. It is the responsibility of the Authority to apply the software changes subject to its own internal change control procedures within a reasonable time in agreement with the Supplier.

- 8 From time to time, faults and incidents are raised where there is no clear root cause of the issue. The Authority may request the supplier to work as part of the support contract, with internal IT staff in “triage” diagnosing and resolution of some network related incidents in terms of LAN data communications network hardware or software contained within this contract. It is expected that appropriately skilled and trained specialists will be available to assist in the initial diagnosis.
- 9 The LANs and security environment on which these devices function are subject to a comprehensive review in order to update and rationalise the IT infrastructure for which the Authority is responsible. This is likely to lead to significant change in the Authority’s estate during the life of these support arrangements and indeed during this tender process. Therefore on award of contract the supplier will be provided with an updated inventory list of equipment that should be supported under the relevant Lot. The Supplier will also receive monthly updates via the change control process to ensure the inventory list is up to date.
- 10 The service levels defined within this specification will be subject to a service credit regime in order to recover compensation from the supplier in the event of consistent poor performance. The service credits will depend on the level of underperformance and will include potential breach of contract action if the level of performance proved unacceptable as specified in Section 3

2.1 Service Requirements

- 1 The requirement is divided into the following 2 Lots:
 - (a) LOT A – LAN Network Infrastructure Equipment (Appendix A)
 - (b) LOT B – Network Security Infrastructure Equipment (Appendix B)
- 2 Tenderers may bid for one or more of the 2 Lots.
- 3 In order to ensure that best value for money is achieved, tenderers bidding for Lot A and Lot B are invited to complete a Pricing Schedule for:-

Lot C - LAN Network Infrastructure and Network Security Infrastructure Equipments (Appendix A and Appendix B).
- 4 The following Mandatory Requirements (MR) are applicable both Lots. Tenderers are only required to respond to the Mandatory Requirements once, regardless of the number of Lots being tendered for.
- 5 Tenderers should note that failure to meet any mandatory requirement will result in exclusion from the tender process.

2.1.1 Hardware

MR1	The supplier must provide hardware maintenance for all the devices, makes and models listed for their particular LOT of this specification including any remedial or routine maintenance. Tenderers must confirm they can meet this requirement and specify how they plan to achieve it for all manufacturers listed in the LOT Schedule of this specification.	PASS / FAIL
MR2	The Supplier must provide maintenance support which includes the repair or replacement of any faulty device as reported to the Supplier by the Authority, in compliance with the service levels defined in Section 3 of this specification. Tenderers must confirm they will meet this requirement	PASS / FAIL

MR3	The supplier must provide any firmware upgrades required to rectify a fault or otherwise included as part of a general hardware or software upgrade. This will be included as part of the overall support cost. Tenderers must confirm they will meet this requirement	PASS / FAIL
MR4	As a strategic contract there will inevitably be changes in products and services that the Authority requires. Therefore the Authority reserves the right to procure hardware from other vendors not currently stipulated within the LOT lists for which the supplier must provide support. Tenderers must indicate their agreement to this.	PASS / FAIL

2.1.2 Software

MR5	The supplier must provide software support for all devices' operating software listed in the LOT Schedule of this specification. Software support will include revisions to existing software, provision of remedial software patches and any bespoke software upgrades as required to restore service Tenderers must confirm they can meet this requirement and specify how they plan to achieve it for all manufacturers listed in the LOT Schedule of this specification.	PASS / FAIL
MR6	The Supplier must recommend software upgrades or replacement programme in line with manufacturer's recommendations to ensure that infrastructure remains fit for purpose and in line with good support practice Tenderers must confirm they will meet this requirement.	PASS / FAIL
MR7	The supplier must advise on software upgrades required to rectify a fault or otherwise included as part of a general hardware or software upgrade programme as advised by the manufacturers. This will be included as part of the overall support cost Tenderers must confirm they will meet this requirement	PASS / FAIL
MR8	The supplier must provide software support which includes the software upgrades and/or maintenance releases for a hardware device as required to restore service when reported to the supplier by the authority, in compliance with the service levels defined in Section 3 of this specification. Tenderers must confirm they will meet this requirement.	PASS / FAIL

2.1.3 Licensing and Subscriptions

MR9	The Supplier must provide all necessary subscriptions and licensing arrangements for devices listed in the respective LOT schedule of this specification Tenderers must confirm they will meet this requirement	PASS / FAIL
MR10	On Award of Contract, the Authority will provide the Supplier with a comprehensive equipment list of the infrastructure that should be supported under the relevant LOT for which the supplier has won. The supplier must have all these devices under support on the Date of Commencement of the Contract which will be no less than one month after the Award of Contract. The Date of Commencement will be the annual renewal date for all Licenses and Subscriptions. It is anticipated the date of commencement will be 01 April 2014. Tenderers must confirm they will meet this requirement	PASS / FAIL
MR11	The supplier must be able to supply manufacturer subscriptions or licenses for additional features to increase functionality or expand capacity of the hardware listed in the respective LOT schedule of this specification. These requests would be added through the Change Control Process as described in Appendix D. Tenderers must confirm they will meet this requirement	PASS / FAIL

2.1.4 Manufacturer support

At present there is a mix of devices used to secure and provide infrastructure services to the NICS infrastructure. The Authority must be assured that there is sufficient relationship between the Supplier, or nominated sub contractor, and the various manufacturers so that incidents and problems can be escalated and dealt with it in an expedient manner.

MR12	The LOT schedules itemises strategic components of the NICS infrastructure, therefore for suppliers bidding for LAN Infrastructure Equipment, the supplier must have a certified partnership agreement with either Cisco or HP. For suppliers bidding for Network Security Infrastructure Equipment, the supplier must have a certified partnership agreement with either Cisco or Juniper. Tenderers must detail how they maintain their partnerships with the manufacturers to ensure this requirement will be met.	PASS / FAIL
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2.1.5 Triage advice and assistance

As with any system, the root cause of an incident can't always be determined without a level of investigation. In the main, the Authority's skilled staff will be able to do most of this but from time to time there will be a need to involve the expertise and assistance of the manufacturers support channels to assist in the diagnosis of an issue to determine the most appropriate course of action. The full costs for this Triage advice and assistance must be factored into the per unit cost and included in the total cost of the bid.

MR13	<p>The supplier must provide the Authority's IT staff access to advice and assistance to aid the incident "triage" stages where the root cause is not clear. This telephone support service will be offered through the published Fault Management Centre contact telephone number. This will be referred to as stage 1 triage.</p> <p>Tenderers must confirm this requirement will be met</p>	PASS / FAIL
MR14	<p>If the incident cannot be reasonably resolved or an appropriate work around determined over the telephone then the supplier must offer suitably trained engineer(s) to aid the resolution of the incident with the Authority, on-site. This will be referred to as stage 2 triage</p> <p>Tenderers must confirm this requirement will be met</p>	PASS / FAIL
MR15	<p>If the fault cannot be resolved through Stage 1 and 2 then the incident will be escalated as a "problem" and a dedicated on-site problem team established comprising of authority and supplier expertise to analyse and advise on the best way forward to provide a suitable work around and resolve the incident to the authority's satisfaction. This will be referred to as stage 3 triage and the supplier must provide this level of access to the necessary qualified staff, working to resolve the incident within the maximum incident resolution time as specified in section 3</p> <p>Tenderers must provide information / evidence to demonstrate how they will meet this requirement</p>	PASS / FAIL

2.1.6 Fault Reporting Service

MR16	<p>The supplier must establish a fault reporting service for the receipt of all fault calls. This service must be available on a 24/7 basis including weekends and Northern Ireland Civil Service public and bank holidays.</p> <p>(Tenderers should note that on occasions Northern Ireland Public Holidays differ from the rest of the UK. If a Public Holiday or Statutory Day is not observed in Northern Ireland, the system will need to be supported as normal)</p> <p>Tenderers must describe this service and confirm this requirement will be met</p>	PASS / FAIL
MR17	<p>The service must be contactable by phone and e-mail using a single “free phone” telephone number, and e-mail address. The same contact details will apply after normal working hours</p> <p>Tenderers must confirm this requirement will be met</p>	PASS / FAIL
MR18	<p>The suppliers fault desk must record details of each fault, the date and time the fault was received, note the actions taken to resolve the problem and record the time that the fault was resolved. This information will be made available to the Authority in the form of monthly performance reports</p> <p>Tenderers must confirm this requirement will be met</p>	PASS / FAIL
MR19	<p>Upon contacting the supplier, the authority will provide a unique reference number for the fault, which must be assigned to the fault by the supplier to allow progress of the fault resolution to be monitored. The Authority’s unique reference number must be used in all correspondence relating to the incident to enable tracking of faults.</p> <p>Tenderers must confirm this requirement will be met</p>	PASS / FAIL
MR20	<p>The supplier must provide a fault escalation process whereby outstanding faults can be escalated to appropriate levels within the supplier’s organisation to ensure the incident is resolved at the earliest opportunity. On commencement of contract, the supplier must include the names and the level within the organisation of each member involved in the fault escalation process and inform the Authority of any personnel changes within 10 days of the change occurring.</p> <p>Tenderers must provide details of their fault escalation processes for technical and business escalation streams to demonstrate how they will meet this requirement.</p>	PASS / FAIL
MR21	<p>Suppliers must answer the fault desk calls by a live human voice. An</p>	PASS / FAIL

	automated answering service or voicemail facility will not be accepted. Tenderers must confirm this requirement will be met	
MR22	Suppliers must record call and fault details in such a way as to allow the production of the management information reports detailed in section 2.1.7 of this specification Tenderers must confirm this requirement will be met	PASS / FAIL

2.1.7 Management Information

MR23	The suppliers must provide monthly performance reports to demonstrate compliance with the service levels set out in Section 3 of this specification. This report must also calculate any service credits which may be due because of any failure to meet the service level targets. This report must be supplied to the authority electronically no later than 10 working days after the period it is reporting on. Tenderers must confirm this requirement will be met	PASS / FAIL
MR24	The supplier must make the source information, from which the reports are compiled, available to the Authority on request for audit purposes. Tenderers must confirm this requirement will be met	PASS / FAIL
MR25	The Management Information Report must, as a minimum, include the information contained in the table below Tenderers must confirm this requirement will be met	PASS / FAIL

Reporting area	Details within reporting section.
Management summary	Service Highlights
	Service Lowlights
	KPI results summary on items as detailed in section 3
Incident management summary	Incidents summary
	Incidents by site
	Incidents by category

Change management	Change status (closed, work in progress, new)
Problem Management	Trends identified by site, device and software level. Recommendations on corrective action. Current status of any escalated incidents.
Security	Summary and recommendations on security alerts, patches etc applicable to NICS equipment supported devices. Changes to Security personnel.
Service Improvements	Highlight areas where service can be improved through the use of existing or new supported network products. Status forecast on devices and software supported (3,6 9 months)
Financial summary	Monthly charge Highlight effect of change controls from previous month. Service Credits Schedule of supported devices and support costs per device.

The final content and format of all management information reports will be agreed with the successful supplier. Suggestions for changes in content and format of the management information report can be made by both the Authority and Supplier at any time and can be implemented on the agreement of both parties.

2.1.8 Invoicing

MR26	The supplier must provide an invoice for all maintenance and support services on a Monthly basis. The invoice should outline the scheduled items and highlight any changes from the previous month. This invoice should be with the Authority no later than 10 working days after the period for which it applies. Tenderers must confirm this requirement will be met	PASS / FAIL
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2.1.9 Contract Management

MR27	On Award of contract, the supplier must provide a nominated Contract Manager who will act as a single point of contact for all contractual issues that may arise Tenderers must confirm this requirement will be met	PASS / FAIL
MR28	The Contract Manager must attend quarterly review meetings where service levels and performance will be discussed. The Contract Manager must arrange for these meetings to be recorded and for the issue of these records to all attendees Tenderers must confirm this requirement will be met	PASS / FAIL
MR29	The Contract Manager must attend any ad hoc meetings as requested by the Authority where felt necessary to deal with issues or inform the Authority of service developments. The supplier must provide attendees with suitable experience and expertise to deal effectively with all agenda items at these meetings Tenderers must confirm this requirement will be met	PASS / FAIL

2.1.10 Change management

MR30	Suppliers must adhere to the change control process. This process is detailed in Appendix D Tenderers must confirm this requirement will be met	PASS / FAIL
MR31	The Supplier must accept that the Authority has the right to remove devices from the maintenance contract at any time during the life of this contract through the Change Control Process. The affect of such removal will be to reduce the monthly invoice amount. Tenderers must confirm their agreement to this requirement	PASS / FAIL

2.1.11 Security Clearance

MR32	All staff must have appropriate NICS security clearance before being allowed access to any NICS site or the NICS network. The supplier must maintain an updated list of security cleared staff which will be issued to the Authority as and when the details change and reviewed quarterly. The Authority will ensure that the updated list is issued to all relevant parties within the NICS to ensure that access to each location is unhindered.	PASS / FAIL
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	<p>Delay in fault resolution caused by failure to gain building access will not be taken into account when measuring service levels or calculating service credits provided that the supplier has taken all reasonable steps to ensure access.</p> <p>Tenderers must confirm this requirement will be met</p>	
MR33	<p>All staff must be cleared in accordance with NICS policy for restricted IL3 networks and would include Basic Clearance plus Counter Terrorism Checks.</p> <p>The Authority also manage an IL4 infrastructure and the supplier must provide a number of support staff cleared to SC clearance, the number of staff must be enough to meet the SLAs for incidents relating to this environment. This environment makes up no more than 10% of the entire supported infrastructure and the number of reported incidents for this environment would be reflected in this breakdown.</p> <p>Tenderers must confirm this requirement will be met</p>	PASS / FAIL

3. Service Levels

IT-Assist is organised and managed within the ITIL framework. The ethos of the organisation is to provide a high level of customer satisfaction across a complete range of ICT core services all of which are underpinned by the network infrastructure. It is widely understood and appreciated that the importance of network and security infrastructure availability is critical to the secure delivery and service targets for the rest of the organisation.

For the purposes of this contract incidents will fall into four main categories:-

1. Triage assisted Incidents
2. Hardware replacement incidents
3. Software replacement incidents
4. Informational requests

In each case the supplier will be responsible for working with the authority in resolving an incident to restore service either through a work around, fix or solution to the Authority's satisfaction.

3.1.1 Triage assisted incidents

All triage calls will be categorised by the Authority at placement of call or e-mail to the supplier as either informational only or incident category 1 through 3. These will fall into the following categories:-

Priority of Incident	Stage 1 – telephone Assistance Escalation time to Stage 2*	Stage 2 – On Site Assistance Escalation time to Stage 3*	Stage 3- problem team Resolution or work around established*	Maximum incident resolution time	Updates provided to Authority
1	1 hours	2 hours	5 hours	1 day	hourly
2	4 hours	1 day	3 days	4 days	hourly
3	3 days	5 days	10 days	10 days	daily
Information only	1 day				

*NB Escalation time is taken from time call is originally answered.

A Priority 1 Incident will be classified as such if a failure of one or more devices results in the complete loss of service to one or more NICS locations. It would be expected that there would be no more than 1 such event per year.

A Priority 2 Incident will be classified as such if a failure of one or more devices results in reduction of service to one or more NICS locations. It would be expected that there would be no more than 1 such event per month.

A Priority 3 Incident will be the most common classification and this is expected to be replacement of faulty equipment, supply of software fixes or incidents for which the Authority require minimal support and assistance.

An example of an Information Only incident being logged would be for advice and assistance on an operational query relating to the functioning of a supported device. It would be expected that these incidents would be logged during normal office hours and number less than 10 per month.

MR34	All categorised incidents (1-3) must be resolved within the timescales indicated in the maximum resolution time column Tenderers must confirm they will work to meet these targets	PASS / FAIL
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MR35	All categorised triage incidents not resolved by the escalation time of Stage 1 must be <u>escalated to triage stage 2</u> to have an engineer on site no later than the time stated in the Stage 2 on site attendance column. The engineer will have a further period as defined in Stage 2 on site assistance column to resolve the incident before escalation to Stage 3. All times are measured from when the call was originally answered. Tenderers must confirm they will work to meet this target	PASS / FAIL
MR36	All categorised triage incidents not resolved within the escalation time of stage 2 on site assistance must be <u>escalated to triage stage 3</u> to have a shared problem team working on Authorities site no later than the time stated in the Stage 3 column. This time is measured from when the call was originally answered. Tenderers must confirm they will work to meet this target	PASS / FAIL
MR37	All categorised triage incidents must be <u>updated</u> to the Authority help desk as stated in the “updates” table column. This time is measured from when the call was answered and each period after this Tenderers must confirm they will work to meet this target	PASS / FAIL

3.1.2 Hardware SLA targets

MR38	Where hardware is determined to be the resolution of an incident by the Authority this will be classified as a Hardware Replacement incident and replaced before maximum resolution time in stage 3 from answer time of call with the faulty device taken for vendor RMA Tenderers must confirm they will work to meet this target	PASS / FAIL
MR39	If hardware is a suggested resolution as part of a joint triage process the resolution decision time will be taken as start time of the replacement process. The hardware will be replaced before maximum resolution time in stage 3 with faulty device taken for Vendor RMA. If after applying hardware to resolve an incident and this does not resolve the original incident then the incident will be reopened and time commenced from when incident was originally reported. Tenderers must confirm they will work to meet this target	PASS / FAIL

3.1.3 Software SLA targets

MR40	Where software is determined to be the resolution of an incident by the Authority this will be classified as a Software incident and the relevant	PASS / FAIL
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	software install will be made available to the authority within one business day from answer time of call. Tenderers must confirm they will work to meet this target	
MR41	If Software is a suggested resolution as part of a joint triage process the resolution decision time will be taken as start time of the replacement process. The software install will be made available within one business day or before maximum resolution time whichever is shorter. If after applying software to resolve an incident and this does not resolve the original incident then the incident will be reopened and time commenced from when incident was originally reported. Tenderers must confirm they will work to meet this target	PASS / FAIL

3.1.4 Information assistance SLA targets

MR42	Information calls must be passed to an appropriate supplier expert for a response to the authority within one day of call being placed Tenderers must confirm they will work to meet this target	PASS / FAIL
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Service Credits

- 1 It is the Authority's intention to introduce a service credit regime in order to seek financial compensation in the event of performance failing to meet the service level standards defined in this specification. The service credits will be calculated monthly and will be applied in the following invoice period.
- 2 The final month's invoice of the contract must include all service credits and costs up to the end of the contract.
- 3 The following tables detail the extent of credit sought for various levels of performance failure. The percentage credit quoted is in relation to the total invoiced price of the month in which the failure occurred.
- 4 Suppliers should note the service credit regime will in no way affect the authority's right to terminate the contract in line with Clause 8 – "Default, Disruption and Termination" of the Conditions of Contract.

3.2 Incident Resolution

It is the aim of this contract that all incidents are resolved within the maximum resolution time but it is acknowledged that from time to time this will not be possible. A tolerance of 10% has been given where within any month 10% of calls can be outside the maximum resolution target without penalty.

Where the Authority has caused delay to the incident resolution, the application of service credits will be reconsidered.

The high-level approach to be followed when considering applying service credits is listed below

- The Authority identifies a breach in the service level targets as specified in Section 2 for which a Service Credit maybe applicable
- The Authority will communicate the details of the breach and the potential for service credits to be applied to the supplier in advance of the next regularly scheduled Service Management Review Meeting.
- At this Service Management Review meeting, the Authority will discuss this breach with the Supplier to identify any issues that lead to the breach.
- Following this meeting, the Authority will determine whether or not the application of Service Credits is appropriate.

- On this determination being communicated to the supplier, and if a Service Credit is being levied, this credit will be applied to the next monthly invoice.

MR43	Supplier must accept the following service credit regime where all Incidents (trriage, hardware, software and information only) in any given month and the number of those incidents that were not restored within the required service levels, as shown in Section 3.1 of this specification will be subject to the following service credit regime. The specific calculation is as follows Tenderers must indicate their acceptance of this service credit regime.	PASS / FAIL
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(Total incidents restored outside target x 100) / Total incidents reported

Failure Percentage	Percentage Credit or total monthly amount.
0 – 10%	0%
>10% – 25%	5%
>25% – 50%	10%
Over 50%	20%

MR44	The supplier must accept the following service credit regime where repetition of service failures occurs consecutively across any three consecutive months, on a rolling 3 months cycle, the following service credit regime will apply cumulatively to that above Tenderers must indicate their acceptance of this service credit regime	PASS / FAIL
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Failure Percentage	Percentage Credit or total monthly amount.
3 month repeat incident failure	10%

3.3 Contract management Services

MR45	Supplier must accept the following service credit regime where repetition of contract management report or meeting is not delivered within agreed timescales consecutively across any three consecutive months, on a rolling 3 months cycle, the following service credit regime will apply. Tenderers must indicate their acceptance of this service credit regime	PASS / FAIL
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Failure Percentage	Percentage Credit or total monthly amount.
3 times repeat failure of any contract management deliverable.	5%

4. Additional Network Security Services

MR46	The Supplier must provide a vulnerability scan and secure electronic copy, of the external connections and, for the equipment listed in LOT B or Network Security Infrastructure Equipment listed in LOT C, a scan for software security vulnerabilities. This vulnerability scan must be carried out once every calendar month for the duration of the contract. Suppliers must provide at least a baseline security check. The Supplier must also indicate what vulnerabilities will be checked as part of this baseline for compliance with CESG IL3 guidelines. Tenderers must agreed to undertake this vulnerability scan and provide the results to the authority	PASS / FAIL
MR48 Lot B only	Under Network Security Infrastructure Equipment in LOT B, the Supplier must make available to the Authority an On-site Technical Advisor to assist in ongoing troubleshooting, advice, documentation and policy formulation for 1 day per week as part of the contract. This has often forged a worthwhile partnership feel and reinforced the mutual understanding of best practice behaviour in the maintenance and management of the changing environment. Tenderers for Lot B must provide information to demonstrate how they would propose to do this and outline how they intend to provide this to ensure continuity of personnel. Tenderers must also provide a daily rate for this service provision	PASS / FAIL

	in the LOT B and LOT C Pricing Schedules.	
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6. Costs

Costs are to be supplied as per the contract terms and conditions.

Tenderers should complete the Pricing Schedule(s) including the costs for each model of device under the Lot(s) being tendered for. The unit cost for each model must include the cost for the full service provision as stated in the Specification.

The Total cost for all devices under the Lot will be used to determine the scoring for each bid for each Lot.

In order to ensure that best value for money is achieved, tenderers bidding for Lot A and Lot B are invited to complete a Pricing Schedule for Lot C (Lot A and B combined).

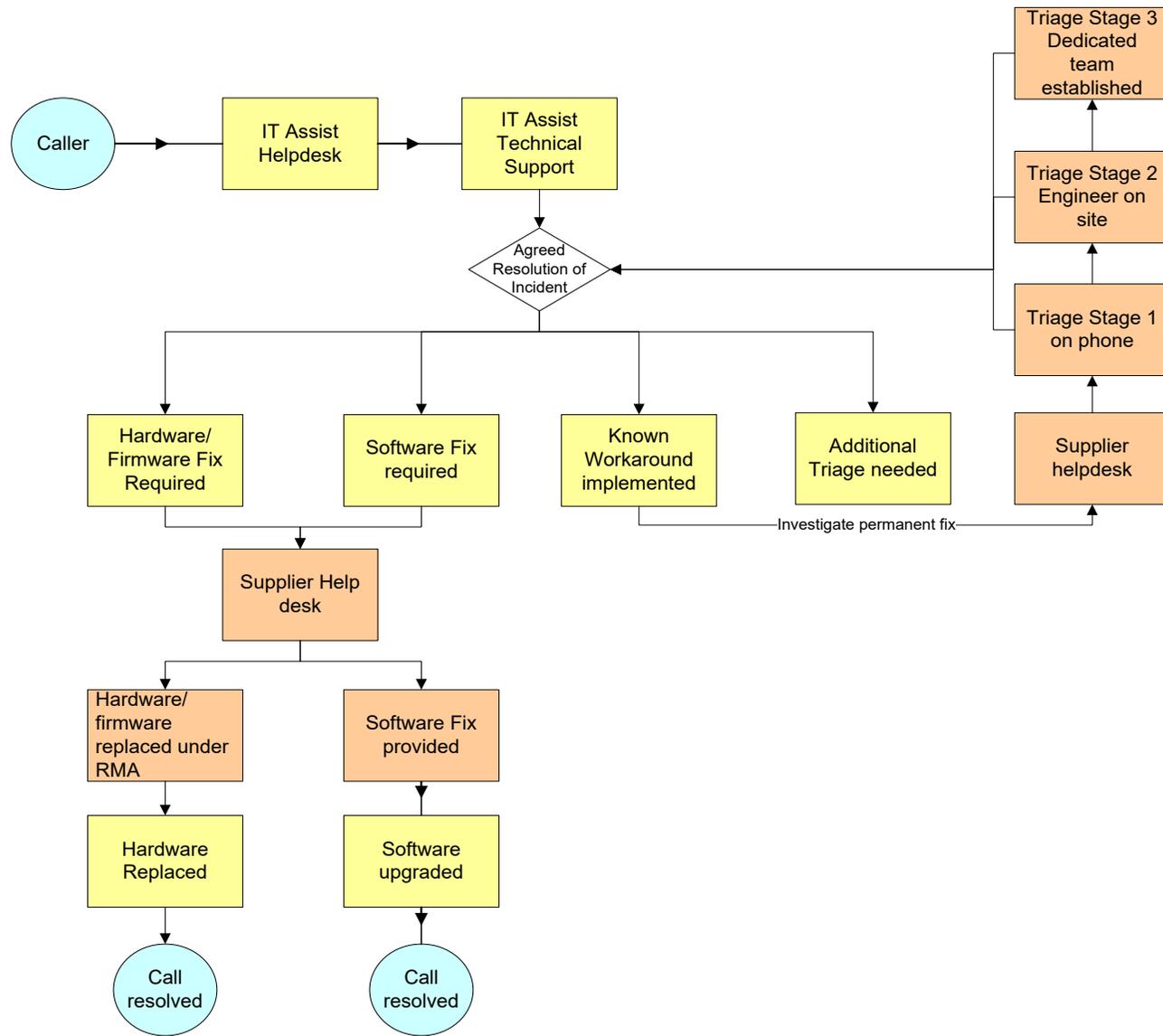
Appendix A – LOT A: LAN Infrastructure Equipment

Please refer to website attachments.

Appendix B – LOT B: Network Security Infrastructure Equipment

Please refer to website attachments.

Appendix C – Fault Reporting Schematic



Appendix D – Change Control Process

The following is the high-level Change Control Process to be followed when adding and/or removing equipment from the maintenance schedule.

