

CFT 184719

Department of Finance (DoF)

-IT Assist Managed Print Services

Managed Print Service

1.1 Requirement

This contract is for both the purchase and lease of new MFDs for the Northern Ireland Public Sector (see Appendix 1). For the purchase of MFDs the support, maintenance and toner costs are to be applied through Managed Service Charge.

1.2 Scope of Contract

This contract will commence on award and will run for a period of ten (10) years however purchases will only be made during the first five (5) years of the contract with maintenance and support running for five (5) years from the installation of each device.

This contract is for the requirement as detailed in this Specification Document.

Additional MFDs and Printing may be required during the period of this contract to accommodate an increase to the IT Assist customer base. Charges in respect of additional services will be in line with the current Terms and Conditions of contract and agreed Pricing Schedule and will only be increased using the price indexation after the initial contract period.

1.3 IT Assist

The Department of Finance (DoF), IT Assist has responsibility for the delivery of common IT systems and services to support the business objectives of the 12 Northern Ireland Civil Service (NICS) Departments, approximately 40 Arms-Length organisations, and a growing number of customers from various organisations across the wider Public Sector in Northern Ireland.

IT Assist will manage this contract for and on behalf of all contract users. All orders in respect of this contract will be placed via IT Assist.

1.4 Background to Requirements

NICS has a print environment based almost totally on standard network printers and personal printers, with over 9000 devices currently in use.

IT Assist has implemented Nuance Equitrac Office v5.4 Print Management solution across the NICS, with approximately 200 MFDs fully integrated with that solution for PIN Printing, Follow-Me Printing, and Reporting of statistical data. Equitrac is also used for monitoring the print activity on the existing 9000 non-MFD printers.

1.5 Requirements

This contract must allow for both the purchase and lease of MFDs however the initial requirement is for the purchase of approximately 800 – 1000 MFDs for the Northern Ireland Civil Service (NICS).

All MFDs must support Colour Printing and A3/A4 Paper Sizes. The MFDs have been broken down into 4 models;

Small	30+ Pages per Minute
Medium	45+ Pages per Minute
Large	60+ Pages per Minute
Extra Large	100+ Pages per Minute

The full specification of the required MFDs is shown in the Pricing Schedule.

Mandatory Requirements		
MR1	<p>IT Assist currently has a 25,000 User Enterprise License for the Nuance Equitrac Office v5.4 Print Management solution across the NICS.</p> <p>All proposed MFDs provided under this contract must be fully compatible with the Equitrac print management solution including, but not limited to, Pin-Printing, Follow-Me-Printing, and Reporting of all statistical data to the Equitrac management systems.</p> <p>Confirm Compliance</p>	Pass/Fail
MR2	<p>All proposed MFDs must include any additional hardware/software configurations to allow them to be fully integrated with the Nuance Equitrac v.5.4 print management solution, including add-ons boards, licenses, or configuration work.</p> <p>This includes all Nuance Equitrac Embedded MFD licenses required to integrate the proposed MFDs with Equitrac and allow for tracking and monitoring of all MFD activity (Copy, Print, Scan, etc).</p> <p>The costs for any additional hardware/software configurations and licenses must be included in the Purchase Price within the Pricing Schedule.</p> <p>Confirm Compliance</p>	Pass/Fail
MR3	<p>All proposed MFDs must operate fully within the existing IT Assist infrastructure, which is based on;</p> <ul style="list-style-type: none"> - Windows Server 2008 and 2012 (including Service Packs) - Windows 7, 8 and 10 (including Service Packs) - Office 2007, Office 2010, and Office 2013 (including Service Packs) 	Pass/Fail

	<ul style="list-style-type: none"> - Internet Explorer 11 and 12 - Google Chrome - Red Hat Linux - Oracle Linux - Firefox <p>Confirm Compliance</p>	
MR4	<p>All proposed MFDs must have the functionality to scan to internal NICS email, with Address Book integration via lightweight directory access protocol (LDAP).</p> <p>The email address must be auto-populated with the authenticated users email address and must default to PDF (image only).</p> <p>Confirm Compliance</p>	Pass/Fail
MR5	<p>All proposed MFDs must be capable of using recycled paper.</p> <p>It would be of benefit to IT Assist if tenderers would also provide any limitations or restrictions on the quality levels of recycled paper that can be used.</p> <p>A detailed response on how this requirement will be met is required.</p>	Pass/Fail
MR6	<p>All proposed MFDs must provide the following minimum levels of security standards and certification;</p> <ul style="list-style-type: none"> - Minimum ISO 15408 EAL2 - HDD overwrite with the facility for automatic erasure of all data on the hard drive which can be scheduled to run at defined times. - Disk encryption - User Authentication - SSL <p>Confirm Compliance</p>	Pass/Fail
MR7	<p>Where an MFD needs to be removed from site by the Contractor it may be required that all storage media within the device, including the hard drive, are removed by the Contractor and left onsite with an authorised representative.</p> <p>Confirm Compliance</p>	Pass/Fail
MR8	<p>The Contractor must ensure that all personnel (whether employed directly or as a sub-contractor) working on this contract have been security cleared to at least Baseline Personnel Security Standard.</p> <p>Confirm Compliance</p>	Pass/Fail
MR9	<p>All proposed MFDs must provide a facility for the automatic deletion of print jobs that have not been printed.</p>	Pass/Fail

	<p>The settings for this must be configurable by contracting Authority.</p> <p>Confirm Compliance</p>	
MR10	<p>All proposed MFDs must present the list of jobs queued at the Equitrac Server for the user, and allow the user to select jobs to print, retain, or delete.</p> <p>Confirm Compliance</p>	Pass/Fail
MR11	<p>All proposed MFDs must be preconfigured by the Contractor with all required settings prior to site delivery in order to minimise time spent on-site.</p> <p>These settings will be agreed with IT Assist during the planning phase of implementation – see MR 19.</p> <p>Confirm Compliance</p>	Pass/Fail
MR12	<p>All proposed MFDs must automatically order supplies (excluding paper) in a timely fashion to maintain the minimum of 97% uptime as specified in <u>CCS RM1599 SLA</u>.</p> <p>Confirm Compliance</p>	Pass/Fail
MR13	<p>All proposed MFDs must automatically report faults to the Contractor's support system and raise engineering support calls if required.</p> <p>Confirm Compliance</p>	Pass/Fail
MR14	<p>All proposed MFDs must automatically report print usage volumes to the Contractor's support system and raise appropriate quarterly invoices reporting actual print usage.</p> <p>Confirm Compliance</p>	Pass/Fail
MR15	<p>Management Information Reports must be provided to IT Assist on a Monthly or Quarterly basis detailing adherence to the CCS RM1599 SLA. This must include but is not limited to:</p> <ul style="list-style-type: none"> - Individual MFD and Average Fleet uptime; - Uptime Trend Analysis; - Total Volume of the Fleet (inc. Colour/Mono split); - Ticket Count by Type; - Detailed Ticket Reports; - Device Utilisation; <p>Confirm Compliance</p>	Pass/Fail
MR16	<p>The Contractor must provide training of Key Users at each site to cover replacement of consumables and basic troubleshooting.</p>	Pass/Fail

	<p>Key Users to be trained will be identified by IT Assist when placing an order. In respect of the NICS this will be provided during the planning phase of implementation – see MR 19.</p> <p>Confirm Compliance</p>	
MR17	<p>The Contractor must provide training to IT support staff (initially approx 3 IT Assist staff) in the following areas; installation, support, troubleshooting, administration and configuration.</p> <p>IT Assist training must be provided before rollout commences.</p> <p>Confirm Compliance</p>	Pass/Fail
MR18	<p>MFDs will be installed at locations across Northern Ireland, and tenderers must confirm that all delivery, installation, and configuration costs are included in the Purchase / Rental Price within the Pricing Schedule.</p> <p>Confirm Compliance</p>	Pass/Fail
MR19	<p>The initial IT Assist implementation will be carried out over a 12-24 month period, depending upon available IT Assist resources, and the Contractor must confirm that they will be able to meet this timetable and work with IT Assist staff on the installation of each device.</p> <p>Following agreement between IT Assist and the Contractor of the initial rollout schedule, IT Assist will provide the next phase of the rollout plan on a monthly basis, subject to planning sessions with the Contractor. It is proposed the first 4 sites will be Netherleigh House, Clarence Court, Causeway Exchange and Adelaide House.</p> <p>For this implementation the Contractor must provide IT Assist with a weekly report detailing the number of devices installed along with the type, Asset tag, contract start date and contract end date.</p> <p>Confirm Compliance</p>	Pass/Fail
MR20	<p>MFD's may need to be relocated within an office or building. Where an MFD is to be moved between buildings the Contractor must relocate the device at an agreed standard flat rate fee as per pricing schedule.</p> <p>Confirm Compliance</p>	Pass/Fail
MR21	<p>A small number of extra large devices may need to be purchased which may include additional features to those listed in MR23</p>	Pass/Fail

	<p>Example Specification: Speed – 100+ ppm Print Resolution – 2400 x 2400 dpi RIP Resolution – 1200 x 1200 dpi Scan resolution – 600 x 600 dpi Average Monthly Volume – 60,000 B&W and Colour Automatic Duplex Output Printing Mode Imposition Hardware\Software eg: Firey</p> <p>Confirm Compliance</p>	
MR22	<p>The proposed MFDs must provide a web interface to enable interrogation, administration, configuration and remote problem management.</p> <p>Confirm Compliance</p>	Pass/Fail
MR23	<p>The proposed MFDs must print, scan and copy at least the following spec:</p> <p>Small device – 30+ pages per minute Medium device – 45+ pages per minute Large device – 60+ pages per minute Extra large device – 100+ pages per minute</p> <p>Confirm Compliance</p>	Pass/Fail
MR24	<p>The proposed MFDs must support Automatic Duplex Output Printing Mode.</p> <p>Confirm Compliance</p>	Pass/Fail
MR25	<p>The proposed MFDs must have 10/100/1000Base-T Ethernet network connectivity.</p> <p>Confirm Compliance</p>	Pass/Fail
MR26	<p>All firmware/software updates, fixes and patches must be brought to the attention of IT Assist for approval before being implemented by the Contractor.</p> <p>Confirm Compliance</p>	Pass/Fail

Additional Security Requirements

A small number of the devices will be used within a network infrastructure that has additional security requirements e.g. the Department of Justice network. The following requirements must be applied to any devices purchased/leased for use on that infrastructure.

MR27	<p>Remote patching and management must be carried out from and by a customer hosted server. There will be no remote access to any device or the management server from outside the customer network.</p> <p>Confirm Compliance</p>	Pass/Fail
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MR28	<p>The Contractor's On-Site Service Engineers must be supervised by DOJ staff and the device disconnected from the organisation's network before any work commences.</p> <p>Confirm Compliance</p>	Pass/Fail
MR29	<p>All magnetic media must be capable of being automatically wiped on an ongoing basis, using EAL2 or above secure erasure technology.</p> <p>Confirm Compliance</p>	Pass/Fail
MR30	<p>Hard drives and any other storage media must be removed and handed to the DOJ nominated staff member or customer premises officer before the device is removed from site. The storage media will be held for analysis/destruction and not returned to the Contractor.</p> <p>Confirm Compliance</p>	Pass/Fail
MR31	<p>The proposed MFDs must have no WiFi interface OR if present the WiFi interface must be disabled.</p> <p>Confirm Compliance</p>	Pass/Fail
MR32	<p>The proposed MFDs must have no USB ports OR if present all USB port(s) must be disabled.</p> <p>Confirm Compliance</p>	Pass/Fail
MR33	<p>The proposed MFDs must have no fax port OR if present any fax port(s) must be disabled.</p> <p>Confirm Compliance</p>	Pass/Fail
MR34	<p>The proposed MFDs must have authentication using a proximity card enabled or supported.</p> <p>The cards must conform to the DESFire EV1 or iCLASS SESE standards The key storage mechanism on the card must be Common Criteria certified to at least EAL4+ or equivalent acceptable certification; - Cryptographic authentication must be performed between the card and the reader; - The customer must have ability to specify keys programmed in token/card; - Not reliant upon card serial number (CSN) for authentication; - On-card application storage of at least 2KB; and - Ability to full colour print and laminate cards on-site. The proximity card readers are to be supplied with the devices.</p> <p>Confirm Compliance</p>	Pass/Fail
MR35	<p>The proposed MFDs must allow the administrator password to be changed from a customer central management station on an individual MFD basis.</p> <p>Confirm Compliance</p>	Pass/Fail
MR36	<p>The Contractor must ensure that some personnel (whether</p>	Pass/Fail

	<p>employed directly or as a sub-contractor) working on this contract have been security cleared to at least CTC standard for attendance at DoJ and Court Service sites.</p> <p>The Contractor will be responsible for the costs of obtaining security clearance for all of their employees, contractors or sub-contractors.</p> <p>Confirm Compliance</p>	
MR37	<p>Proposed MFDs must provide the following minimum levels of security standards and certification;</p> <ul style="list-style-type: none"> - Minimum ISO 15408 EAL2 - HDD overwrite with the facility for automatic erasure of all data on the hard drive which can be scheduled to run at defined times. - Disk encryption; (AES 256 bit; FIPS 140-2) - User Authentication; - SSL <p>Confirm Compliance</p>	Pass/Fail

Appendix 1

Department of Agriculture and Rural Development

Department of Culture, Arts and Leisure

Department of Education

Department for Employment and Learning

Department of Enterprise, Trade and Investment

Department of the Environment

Department of Finance and Personnel

Department of Health, Social Services and Public Safety

Department of Justice

Department for Regional Development

Department for Social Development

Office of the First Minister and Deputy First Minister

The above departments will undergo restructuring and from 1 April 2016 will be named as:

Department of Agriculture, Environment and Rural Affairs

Department of Communities

Department of Economy

Department of Education

Department of Finance

Department of Health

Department of Infrastructure

Department of Justice

Northern Ireland Assembly Commission

Compensation Agency

Driver and Vehicle Agency (DVA)

Forensic Science Northern Ireland

Forest Service

Land and Property Services (LPS)

Northern Ireland Courts and Tribunals Service (NICTS)

Northern Ireland Environment Agency (NIEA)

Northern Ireland Prison Service

Northern Ireland Statistics and Research Agency (NISRA)

Rivers Agency

Social Security Agency (SSA)

Youth Justice Agency

Agri-Food and Biosciences Institute (AFBI)

Livestock and Meat Commission for Northern Ireland (LMC)

Northern Ireland Fishery Harbour Authority (NIFHA)

Armagh Observatory

Armagh Planetarium

Arts Council of Northern Ireland

Northern Ireland Library Authority

Northern Ireland Screen

Northern Ireland Museums Council

National Museums Northern Ireland (NMNI)

Sport NI

2013 World Police and Fire Games

Council for Catholic Maintained Schools (CCMS)

Comhairle na Gaelscolaíochta (CnaG)

Council for the Curriculum, Examinations and Assessment (CCEA)

Education and Library Boards

Education and Skills Authority

Exceptional Circumstances Body (ECB)

General Teaching Council for Northern Ireland (GTCNI)

Middletown Centre for Autism

Northern Ireland Council for Integrated Education (NICIE)

Staff Commission for Education and Library Boards (SCELB)

Youth Council for Northern Ireland (YCNI)

Belfast Metropolitan College

CITB - ConstructionSkills NI (formerly Construction Industry Training Board)

Labour Relations Agency (LRA)

Northern Regional College

North West Regional College
South Eastern Regional College
Southern Regional College
South West College
Stranmillis University College
Ulster Supported Employment Limited (USEL)

Consumer Council for Northern Ireland
Health and Safety Executive for Northern Ireland
Invest Northern Ireland
Northern Ireland Tourist Board
Northern Ireland Local Government Officers' Superannuation Committee
(NILGOSC)
Local Government Staff Commission (LGSC)
Northern Ireland Building Regulations Advisory Committee
Statistics Advisory Committee

Belfast Health and Social Care Trust
Business Services Organisation (BSO)
Health and Social Care Board (HSCB)
Northern Health and Social Care Trust
Northern Ireland Ambulance Service
Northern Ireland Blood Transfusion Service
Northern Ireland Fire and Rescue Service
Northern Ireland Guardian Ad Litem Agency
Northern Ireland Medical and Dental Training Agency
Northern Ireland Practice and Education Council (NIPEC)

Northern Ireland Social Care Council (NISCC)
Patient and Client Council
Regional Agency for Public Health and Social Well Being (RAPHSW)
Regulation and Quality Improvement Authority (RQIA)
South Eastern Health and Social Care Trust
Southern Health and Social Care Trust
Western Health and Social Care Trust

Criminal Justice Inspectorate
Northern Ireland Law Commission
Northern Ireland Legal Services Commission
Northern Ireland Policing Board
Northern Ireland Policing Fund
Northern Ireland Prisoner Ombudsman
Probation Board Northern Ireland
Police Ombudsman Northern Ireland
Police Retraining and Rehabilitation Trust
Police Service of Northern Ireland
RUC George Cross Foundation

Northern Ireland Transport Holding Company/Translink incorporating
Citybus, Ulsterbus and Northern Ireland Railways
Northern Ireland Water (NIW)

Northern Ireland Housing Executive (NIHE)
The Charity Commission for Northern Ireland (CCNI)

Attorney General for Northern Ireland
Commissioner for Children and Young People for Northern Ireland
(NICCY)
Commissioner for Older People for Northern Ireland (COPNI)
Commissioner for Public Appointments for Northern Ireland (CPANI)
Commissioner for Victims and Survivors (CVSNI)
Community Relations Council (CRC)
Equality Commission for Northern Ireland (ECNI)
ILEX Urban Regeneration Company Limited
Maze Long Kesh Development Corporation⁴ (MKLDC)
Northern Ireland Judicial Appointments Commission
Northern Ireland Memorial Fund (NIMF)

Strategic Investment Board (SIB)
Planning and Water Appeals Commission (PACWAC)
Victims and Survivors Service Ltd

Public Prosecution Service for Northern Ireland (PPS)

Waterways Ireland

Food Safety Promotion Board

Trade and Business Development Body (IntertradeIreland)

Special European Union Programmes Body

The Language Body/An Foras Teanga/North-South Body o Leid

Foyle, Carlingford and Irish Lights Commission

Antrim and Newtownabbey Borough Council

Ards and North Down Borough Council

Armagh City, Banbridge and Craigavon Borough Council

Belfast City Council

Causeway Coast and Glens District Council

Derry City and Strabane District Council

Fermanagh and Omagh District Council

Lisburn and Castlereagh City Council

Mid and East Antrim Borough Council

Mid Ulster District Council

Newry, Mourne and Down District Council