

**Network and Data Cabling Framework Agreement**

**Schedule 2**

**Service Specification**

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1. **Interpretation**

In this Schedule 2, unless the context otherwise requires, the following words and expressions shall have the following meanings:

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| “CCA” | means the Euroclass cable standard CCA. |
| “CIS” | means Construction Industry Scheme. |
| “Critical Fault(s)” | means faults classified as those where any fault is likely to cause hazard or injury to any person. All other faults are classified as ‘non-Critical’. |
| “CSCS” | means the Construction Skills Certification Scheme |
| “DBS Check(s)” | means a Criminal Records Check(s) on individuals carried out through the DBS; |
| “EOL” | means End of Life of a product supplied to customers, indicating that the product is in the end of its useful life (from the vendor's point of view), and a vendor stops marketing, selling, or rework sustaining it. |
| “LAN” | means Local Area Network |
| “SAN” | means Storage Area Network |
| “WEEE” | means the Waste Electrical and Electronic Equipment Directive |
| “Working Day(s)” | means a day (other than a Saturday or Sunday) on which banks are open for business in the City of London. |

1. **Introduction**
   1. ICT Solutions and Norfolk County Council requires partners to supply and install networking equipment and data cabling to education establishments, corporate buildings, and in public environments.
   2. This framework agreement will be open to all education establishments within Norfolk, Cambridgeshire and Suffolk to purchase from, whether they have a contract with ICT Solutions or not.
   3. This framework agreement will also be open to education establishments outside of Norfolk who purchase a contract with ICT Solutions.
   4. The appointed suppliers are required to supply a comprehensive selection of hardware (listed below at 3) as well as a clear future roadmap of products.
   5. The scope of this framework agreement includes the supply, installation, management, maintenance, technical architecture, system design and project management associated with the provision of the Services.
2. **Networking Requirement**
   1. ICT Solutions and Norfolk County Council have requirements to purchase various networking services as listed below:
      1. Single-site connectivity including the installation of wired or wireless connectivity.
      2. Switch and wireless hardware with supporting accessories including licencing and maintenance.
      3. Specialised power solutions.
      4. Managed equipment rooms.
      5. Monitoring, audit and testing services.
      6. Security and operational management solutions.
3. **Hardware and Firmware**
   1. Product roadmaps are to be supplied to ICT Solutions and Norfolk County Council by the supplier. If a product is approaching end of life a replacement should be recommended to ICT Solutions and Norfolk County Council at least three (3) months prior to the product becoming EOL.
   2. Any devices supplied will use the latest firmware including options to purchase additional licences.
   3. Maintenance and firmware update costs to be included in quotes for new systems for five (5) years and firmware updates supplied directly to ICT Solutions or the customer where required.
4. **Experience and suitability**
   1. The appointed suppliers and staff working on site must have extensive knowledge and experience of working within education establishments, corporate and public sites.
   2. Engineers must be DBS checked and able to provide evidence of such on request when attending education establishments.
   3. Suppliers must be certified to ISO9001:2015, ensuring quality installations and service.
   4. Supplier must be CIS registered.
   5. All staff must ensure that they arrive on site with appropriate identification and with DBS certification if the site has a requirement to do so
   6. The appointed supplier must be able to access within two (2) hours any education establishment, corporate building or public building within Norfolk, Suffolk or Cambridgeshire with whom they have a contract.
   7. The appointed suppliers must be compliant with UK GDPR.
5. **Site Surveys and Quotations**
   1. Appointed suppliers will provide free site surveys within five (5) working days of a request and a written quotation within a further three (3) working days. Where multiple visits are required for site surveys these will not be charged.
   2. Appointed suppliers will provide free demonstrations and evaluation equipment when requested either directly to education establishments, ICT Solutions or Norfolk County Council.
   3. Training and handover will be included within the quotation. Appointed Suppliers must be prepared to deliver a handover on a separate date depending on when the installation takes place.
   4. Suppliers must supply schematic drawings or heatmaps when requested.
   5. Recycling of de-installed and redundant equipment will be included in the quotation following WEEE regulations with certification provided.
6. **Deliveries**
   1. Order confirmations, delivery and installation dates to be confirmed within 48 hours of placing an order.
   2. Deliveries will be made directly to the installation address at mutually agreed times.
   3. Suppliers must be prepared to store equipment between order and installation without price changes.
7. **Installations**
   1. Suppliers must be capable of and flexible in delivering services during peak periods.
   2. Suppliers must carry out cable testing and certification.
   3. Suppliers must provide a data cable labelling schematic post installation.
   4. Cables must be a minimum of B2ca compliant.
   5. There is to be no subcontracting unless authorised.
   6. Engineers must have experience of working on building sites and be able to produce CSCS certification evidence when requested.
   7. Engineers must ensure they carry and use appropriate Personal Protective Equipment at all times.
   8. Staff working on site must follow all local site rules.
   9. Handovers to be carried out on each installation where required with the agreed education establishment and/or ICT Solutions staff, or other Norfolk County Council staff where applicable.
8. **After Sales Support and Maintenance**
   1. Appointed Suppliers must provide a comprehensive after sales service and be capable of quickly dealing with issues such as “dead on arrival” devices and warranty repairs.
   2. Appointed Suppliers must deal with all warranty queries directly. Education establishments must be able to contact them directly to log calls and claims.
   3. Appointed Suppliers must provide free telephone support to ICT Solutions, education establishments and Norfolk County Council corporate customers when required.
   4. Warranty:
      1. A minimum of one (1) year’s warranty is required for all hardware with the separate option to purchase more warranty.
      2. Installation warranty including cabling will be required for three (3) years.
   5. The service agreement should include as a minimum:
      1. Customer contact hours Monday to Friday 0830-1700 excluding UK Bank and Public Holidays. When working on time-critical building projects, late hours or weekend working may be required.
   6. Response times:

|  |  |
| --- | --- |
| **Issue** | **Time** |
| Attend Critical Fault | Within 1 Working Day from time of notification |
| Attend non-Critical Fault | 5 Working Days from time of notification |
| Effect repair of Critical Fault | 3 Working Days from time of notification |
| Effect repair of non-Critical Fault | 6 working days from time of notification |

* 1. Suppliers are required to provide sign-off sheets with photographic evidence after installations are complete, as well as any updates to the site network carried out.

1. **Account Management**
   1. Suppliers will provide a named account manager who will take responsibility for and progress to conclusion any issues under this Agreement that the Council may have. The account manager will need to attend regular service review meetings and must be able to demonstrate new products and keep ICT Solutions and Norfolk County Council informed of developments by sharing a technology roadmap.
   2. The account manager must arrange attendance at planning/building site meetings as part of a larger project team at no additional charge when required.
   3. The account manager will need to provide a quarterly report of purchase history and warranty status for all properties serviced.