

**Audio Visual Equipment**

**Service Specification 2020**

1. **Introduction**
   1. ICT Solutions has been supporting ICT in Norfolk schools since 1990, currently supporting more than 400 schools, academies and other learning services covering:

* Procurement
* ICT Support in schools and academies
* Consultancy and Project Management
* Ed-Tech Enhancement Programme
* Installations and system upgrades
* Broadband and associated services
* School Management Information Services
* Norfolk Cloud Portal with Single sign-on access for all staff and pupils to learning resources, including:
  + Google Apps for Education
  + Microsoft 365
  + As well as a range of other teaching and learning resources which schools can choose to purchase
  1. ICT Solutions requires partners to supply audio visual equipment to schools and other learning establishments within Norfolk. This will be open to all Norfolk Schools and Academies to purchase from, whether they have a contract with ICT Solutions or not. The successful bidder must be able to supply a comprehensive selection of hardware as well as clear future roadmaps.

1. **Device Requirement**
   1. Norfolk Schools purchase a variety of audio visual items as listed below

* Interactive screen technologies from providers such as Sahara Clevertouch, BenQ, Promethean, Smart, ViewSonic, Avocor, etc. Screens vary in size depending on room size.
* Interactive projector packages with sound systems. Namely Epson/Hitachi projectors.
* Presentation screens – HD TVs from multiple manufacturers.
* Hall projector and screen solutions – Normally NEC/Epson/Panasonic projectors and Sahara electric screens.
* Cabling and connection faceplates.
* Soundfield classroom and hall solutions.
* Apple TV and enhanced sharing technologies.
* Digital Signage packages such as ONELAN and Sedao.
* Video Walls.
* Sign-in systems such as Inventry etc
* Installation and supporting end user in electrical cabling procurement from qualified Electricians in support of the new package.
* Training
* Options for maintenance services of classroom and Hall audio visual solutions
  1. Products listed in the catalogue are tested and approved products by NCC. NCC will consider alternative products if the supplier can provide evidence the product is at least equal in performance (e.g. product brochures, case studies etc.…). However the final decision lies with NCC.
  2. A minimum of 3 years warranty is required for all hardware with the separate option to purchase more warranty. Installation warranty including cabling will be required for the same period.
  3. ICT Solutions require an included 1% fee on all quotes from suppliers. The successful suppliers will be required to provide quarterly rebates on the 1% fee to NCC providing the invoice has been paid to the supplier.

1. **Software**
   1. Devices will be supplied with the latest operating software including options to purchase additional licences. The software will be handed over to the client on completion of installation and a receipt signed. Options for training on the software will need to be available on each quotation requested.
2. **Site Surveys and Quotations**

4.1 Suppliers will be invited to quote via email for a scope of works. Suppliers are expected to reply within 24hrs and the winning quote will be invited to site survey for the work.

* 1. The supplier will provide free site surveys within 5 working days of the request and a written quotation within 7 working days.
  2. The supplier will provide free demonstrations and evaluation equipment when requested either directly to Norfolk schools/academies or Norfolk County Council.
  3. Training on the hardware to include basic usage and handover to prove functionality will be included within all quotations. Further enhanced training will be required as an optional add-on cost for the end user. The supplier must be prepared to deliver handover on a separate date depending on when the installation takes place.
  4. Suppliers must supply schematic drawings when requested.
  5. Recycling of de-installed and redundant equipment should be included in the quotation following WEEE regulations with certification provided.

4.7 Capital Building Requests: Suppliers will be invited to quote against a scope of works using site plans, product specifications, project plan, building contractors’ site terms and conditions and building contractors’ order and payment terms and conditions. While quotes will be obtained via NCC, 3rd party building contractors will place orders and pay invoices. Suppliers must be prepared to provide risk assessment and management statements for NCC and 3rd party building contractors when requested. At handover of Capital building projects, suppliers must provide the relevant Operational and Maintenance (O&M) manual material to NCC or 3rd Party building contractor.

* 1. The successful supplier will be required to attend site coordination meetings as requested by either NCC or the designated building contractor. These visits should not be chargeable to NCC or the designated building contractor.

4.9 Suppliers must be able to supply schematic drawings when requested.

4.10Recycling of de-installed and redundant equipment should be included in the quotation following WEEE regulations with certification provided.

1. **Deliveries**
   1. Deliveries will be made directly to the school address at mutually agreed times. Suppliers should be prepared to store equipment between order and installation without price changes.
   2. Deliveries need to be trackable with proof of delivery as standard and an email sent one working week in advance of the delivery confirming what has been despatched and the anticipated delivery time. This email will include confirmation of installation and a named engineer.
   3. Delivery charges will be clearly displayed, with the option to purchase fast track or chosen time deliveries. No additional costs will be added to the delivery charge if a delivery is split due to stock availability issues.
2. **Installations**
   1. Suppliers need to be capable and flexible in delivering service to Norfolk schools/academies during peak periods. Norfolk requires dedicated engineer resource for Norfolk schools who are DBS checked with evidence.
   2. Engineers/installers must have experience of working on building sites and have CSCS certification evidence when requested. Engineers/installers should ensure they carry appropriate Personal Protection Equipment at all times and attend any safety briefings required by 3rd Party building contractors ahead of starting works on-site.
   3. All installations must be signed-off by the end-user/NCC/designated building contractor with photographic evidence using a standardised supplier template document before leaving site.
3. **After Sales Support and Maintenance**
   1. The supplier must provide a comprehensive after sales service and be capable of quickly dealing with issues such as dead on arrival devices and warranty repairs. The supplier must deal with all warranty queries directly with schools/academies and be able to contact them directly to log calls.
   2. The service agreement should include as a minimum:

Customer contact hours Mon-Fri 0830-1700 excluding UK Bank and Public Holidays

* 1. Response times:
     1. Attend critical fault: 8 contract hours from time of notification
     2. Attend non-critical fault: 36 contract hours from time of notification
     3. Affect repair of critical fault: 36 contract hours from time of notification
     4. Affect repair of non-critical fault: 52 contract hours from time of notification
     5. ‘Critical’ faults are classified as those where any fault is likely to cause hazard or injury to any person. All other faults are classified as ‘non-critical’.
  2. Suppliers will be required to perform a customer satisfaction survey within 10 days of installation and supply evidence to Norfolk County Council.
  3. Suppliers will be required to provide signoff sheets with photographic evidence after installations are complete.

1. **Account Management**
   1. The supplier will provide a named account manager who will take responsibility for and progress to conclusion any issues under this contract 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 informed of developments by sharing of technology roadmaps.
   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 Norfolk schools/academies serviced.