

Key considerations within the Konica Minolta contract exist plan include:

- Confirm current state of all sites and devices.
- Confirm transition date with buying organisations' central teams.
- Site transition document is distributed showing all moves and changes.
- New supplier to deliver hardware to premises, as well as arrange any user training required.
- IT Department to review transition, and confirm any final changes.
- Exit meeting with site contacts.
- Prepare all Konica Minolta hardware for removal (including hard disk disposal)
- Remove all Konica Minolta devices from the customer premises.
- Confirm site is back to original state

**Resources**

The Exit Plan will be overseen by the Exit Transition Manager, who will be responsible for the preparation of a resource plan. The following table outlines the resource requirements from the parties to address the required issues and to achieve a smooth transition (times are for example purposes).

[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]

The cost (and amount) of providing any resource to undertake the Exit Plan will be identified in the plan.

**Scope of the Exit Plan**

The Exit Plan will cover all aspects of the service that will be subject to transition on exit, including:

- **Due Diligence** - Where appropriate, the Exit Plan will make provision for supporting due diligence activities of the customers chosen supplier of service.
- **Other Documentation** – Konica Minolta will provide other documentation necessary for the provision of the service, including:
  - Relevant processes and procedures;
  - Details incidents during the previous 12-month period;
  - A list of work in progress, including but not limited to ordered services and product supply. This list will identify who will be responsible for the completion of each outstanding item of work;
  - Details of all advance payments for services not yet fully delivered.
- **Communication** - Three months prior to expiry of the Agreement or upon notification of termination, if earlier:
  - The customer and Konica Minolta will agree a communication plan to apply up to and during transition;
  - A set of workshops will be agreed with the customer and any new service provider for Konica Minolta to deliver the information identified in this plan to the new service provider.
  - All information to be communicated with staff, relevant trade unions, suppliers and the customers will be subject to prior agreement of both the customer and Konica Minolta.
- **Document Control** - This is a 'living' document and as such is subject to review and revision to include

mutually agreed changes. Once the initial version of this document has been accepted by representatives of the customer, it will be placed under Configuration Management and be subject to version control. When a change is made, the document will be re-issued with the issue number incremented and the document revision history updated. It will then undergo formal acceptance and sign-off by the customer as above.

Konica Minolta will work with all new suppliers of buying organisations to make sure there is no breakdown of service during the transition phase, and all potential problems will be identified early on, with a plan to make sure we can minimise disruption for the customer.

#### **Example Exit Management**

The example below relates to a customer, where Konica Minolta was unsuccessful in retaining the account following a further competition exercise. Although, the highest-scoring bidder for quality, the customer selected to award the contract to a lower-priced bidder.

#### **Approach**

Konica Minolta was unsuccessful in retaining the provision of the managed print service, and we worked with the customer and the new service provider to schedule the activities as detailed in the contract exit plan.

This plan included:

- The Project Management Team
- The Device Deployment Schedule
- Device Maintenance and Support Transition
- SafeCom Maintenance and Support Transition
- Final Contract Exit Billing Schedule

#### **Project Management Team**

The customer will assign a Project Manager responsible for the overall transition from Konica Minolta to the new supplier. The new supplier assigned a Project Manager responsible for the delivery of the new managed print service. Konica Minolta assigned a resource to work with the project team for the removal of the existing Konica Minolta managed print service.

#### **Device Deployment Schedule**

The assigned Konica Minolta resource liaised with the new supplier and the customer Project Manager on the agreed deployment schedule. The daily deployment schedule was agreed 10 working days in advance of the installation of each new device. The deployment schedule detailed the preferred deployment route by location with start and finish times for each day. There was regular communications from the customer Project Manager confirming the schedule. Any changes to the schedule within the 10 working days to implementation were reviewed and the impact was assessed before any commitment was confirmed by Konica Minolta.

#### **Device Decommissioning and Disposal**

The Konica Minolta devices were leased through a third party finance company and as legal owners of the equipment, were collected and returned to the location of their choice. The hard drive were removed and handed over to the customer for disposal. Konica Minolta replaced the hard drive.

#### **Contract End Date**

There was a one-month flexibility period either side of the contract end date for the swap over to new devices. The customer continued to use the Konica Minolta devices after the contract end date on a "pay as you go" agreement using the existing cost per copy charges. Once the flexibility period was over, the contract was ended and the customer proceeded its service with its new provider.

### 3. SERVICE DELIVERY AND SUPPORT (Section Weighting 40%)

#### 3.1. Service Delivery across the geography of Scotland (Weighting 30%)

Contractors will be required to achieve response times to meet the requirements of Framework Public Bodies across the geography of Scotland.

Contractors should provide details of any areas which they deem to be genuinely remote locations. The response times for the genuinely remote locations may vary for each Framework Public Body and will be agreed at the time of order, or as part of the further competition.

Contractors should outline how they would propose to meet the required response times from Framework commencement for each of the locations below:

- Highlands & Islands
- Aberdeen & North East
- Tayside, Central & Fife
- Glasgow, & Strathclyde
- Edinburgh & Lothians
- Scotland South

Contractors should also provide details of how they intend to manage and deliver training requirements. This should include details of the training resources available and the skills and experience of the staff who deliver training. The response should take into account on-site training in the geographic areas above, including typical travel times and distances, as well as providing details of any remote training they can support such as web based, computer based, and video conferencing.

**Response:**

#### Service Response Times

Konica Minolta confirms that it will work to achieve the Framework response times to meet the requirements of Framework Public Bodies across the geography of Scotland, including:

- Critical of 2 working hours (or otherwise agreed with Framework Public Body)
- Standard of 4 working hours (or otherwise agreed with Framework Public Body)
- Standard of 2 (working) hours for Very High Volume devices (or otherwise agreed with Framework Public Body)

In certain areas, such as the Highlands mainland, Western Isles, and Shetland Islands, we propose onsite response times of next business day and/or best endeavours for all devices (to be agreed with Framework Public Bodies). This is due to the geographical nature of these locations, and the heavy reliance on transport services (e.g. ferries, planes, etc.) to reach these locations.

For customers in these areas, we can offer extra consumables and parts stocks to be retained on site; user maintenance training services to enable them carry out basic troubleshooting and maintenance services in house; or back-up devices to be retained on site in case of machine failure.

For sites with multiple devices, we can offer print management, "Follow Me" software solutions, that will enable them collect prints from another device in the case of any particular machine being faulty.

We currently provide this SLA on the current Framework, alongside a comprehensive maintenance service for standalone and networked equipment, ensuring that machines deliver maximum performance and up-times with trouble free and continuous use.

Konica Minolta uses a number of specific measurements to manage and monitor the service delivery to our clients' devices. We employ Capacity Planning – forecasting number of service visits likely in any period. The

criteria for measuring this are:

- Number of machines in the account.
- Print/copy volume of machines.
- Equipment reliability measurement (how often a machine requires a visit).
- Known average work and travel times.
- Known number of service visits closed in that period.

From these values, we can accurately calculate the number of service visits we will need to attend, and from this, the amount of resource needed to cover those visits, allowing us calculate the staffing requirements necessary to service our clients.

Capacity planning is based around 80% of the service staff being available for work; this takes into account annual leave, sickness and training needs.

The table below summarises our current service engineer resource and capacity ready and available in Scotland to meet the new Framework requirements from its commencement.

[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

\*MIF = Machines In Field at customer sites

[REDACTED]

Our direct-service teams also comprise Network Specialists (including [REDACTED] dedicated resources across Scotland), who are on hand to support any customer network connection issues related to our installed devices.

Stock control is an area where Konica Minolta has invested heavily to ensure our engineers and customers are

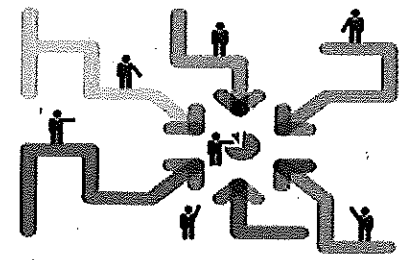
fully supported in the field, thus further enabling us deliver the Framework response times and other SLAs to customers.

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[Redacted]

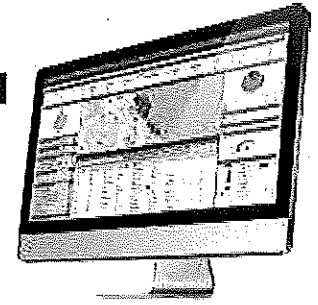
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**Customer Training**

Konica Minolta's Customer Training Service (CTS) provides bespoke packages to meet and exceed customers' business needs. The tailored training plan ensures that users get the best out of our products and solutions according to their workflow, and can effectively use Konica Minolta devices to maximise their effectiveness and efficiency.

We have a [REDACTED]-strong national team of Training Consultants; and as with all our service divisions, Consultants are also strategically located throughout Scotland to accommodate our customers' locations.

Our Training Consultants are industry-qualified (with the *Institute of Training and Occupational Learning*), and undergo comprehensive training themselves to ensure they are able to deliver the programme to our customers to very high standards.

The team have skillsets across the group that cover office MFDs, VHV Production Print Devices, software solutions for the office environment and Print Rooms, and technical training (e.g. for customers' ICT and other technical staff).

As an example, [REDACTED]

The training our Consultants undergo themselves start upon joining our Training Team, where Consultants have a 3-month training plan comprising:

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED] Our training team consistently receives excellent feedback from customers, and this approach ensures that standards remain at a consistent high level across the UK, always exceeding our customer expectations.

In terms of travel distances to customer sites, this varies depending on requirements. As aforementioned, our Training Consultants are strategically located throughout Scotland to accommodate our customers' locations; however, all training is clearly planned and mapped out, to ensure appropriate resource availability to meet customer needs regardless of location – whether on or off site, face-to-face or remote.

Within the attachments, we have provided example training plans for the office and Production Print

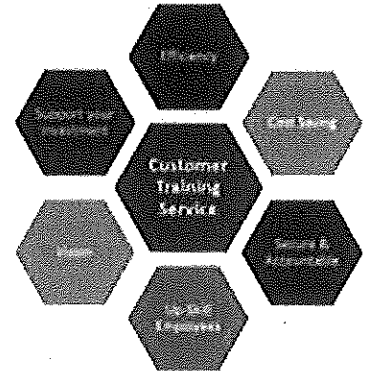
environments, to allow the Authority see the information typically considered when planning training projects. We have also provided copies of the actual training plans delivered during our recent implementations at West Lothian and South Ayrshire Councils, which we hope will give the Authority a clearer picture of considerations within live training projects

In terms of our various training options, the information below details our offerings and approaches for the *Office Environment*, *VHV Production Print*, and *Software and Technical Administration Training*.

**Office Environment**

**Planning Strategy:** Our Training Consultants will work very closely with customers to plan the training roll-out, striking the balance between a timely training that is close to installation timescales, whilst ensuring that it does not disrupt their workflow.

Konica Minolta's end user training will vary in length, depending on each user group's needs; as such, our engineers (or other appropriate product-delivery staff) will perform a device overview, which will be designed to show the customer's users the basic device functionalities, thus enabling them use the product before the full training is rolled-out. This helps the learning, and encourages questions during the full training.

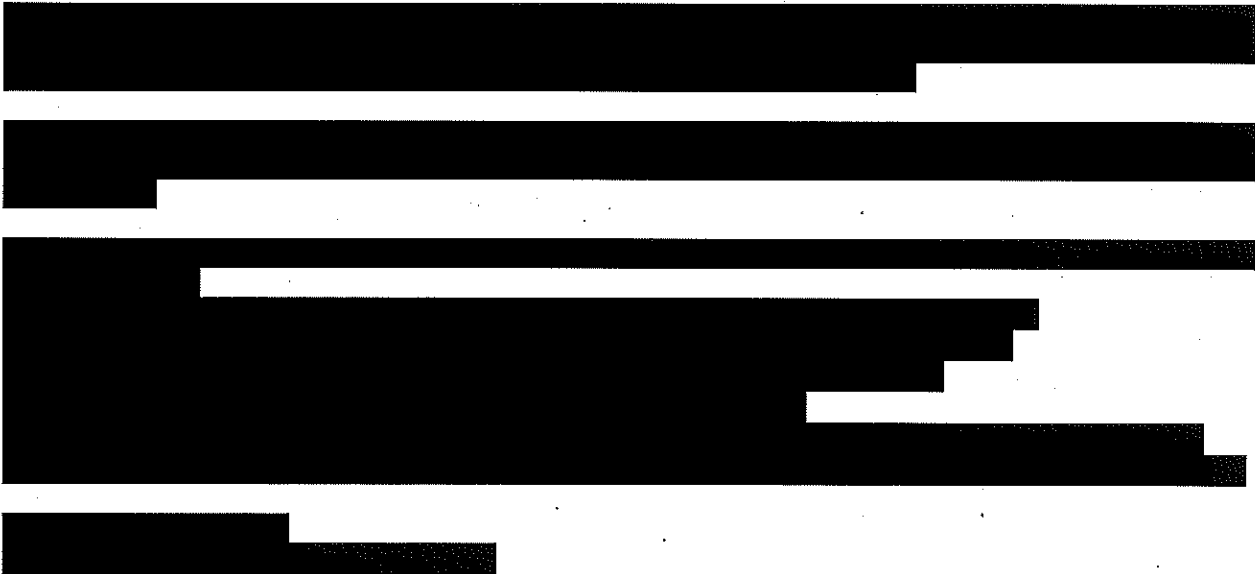


Konica Minolta will also supply a full online training package at point of installation. The Training Consultant will "own" the training plan, but will work closely with the customer in its preparation. The full plan includes session timings, lesson plans and documentations, and will be presented to the customer for approval before the training is rolled-out.

We anticipate that typically, customers' training programme will include the elements defined below (it should also be noted that as well as these training options, the devices themselves have built-in instructions and graphics to help users through common tasks):

- Installation "Blue Button" training
- iTraining Online Platform
- Quick guide booklet / Quick reference poster
- On-site training session

**Installation Training:** Upon delivery / installation of the device, basic "Blue Button" training will be given to ensure the customer can carry out basic device operations from the point of install. This is a brief, on-site introduction to the most important functions of the devices and applications.





[Redacted text]

**THE ONLINE TRAINING FOR YOUR bizhub**  
DISCOVER HERE:

[training.konicaminolta.co.uk](http://training.konicaminolta.co.uk)

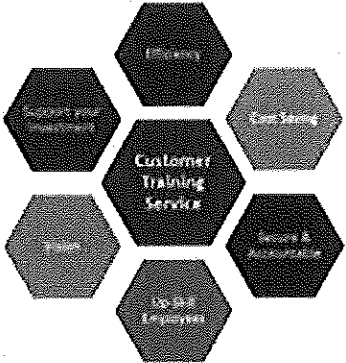


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[Redacted text]

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o **Equipment Functionality:**

[Redacted]

o **Software:**

o **User Maintenance:**

[Redacted]

o **Configuration:**

[Redacted]

**Super Users:**

[Redacted]

• **Re-Training Options:**

[Redacted]

**Measuring for Success:**

[Redacted]

**VHV Production Print**

[Redacted]

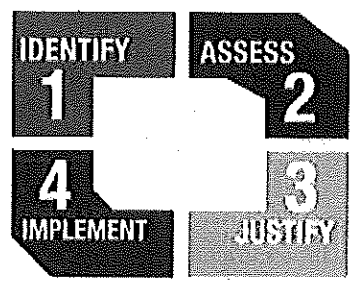
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[REDACTED]

**4-Step Process:**

- **STEP 1 – Identify:** [REDACTED]

**STEP 2 – Assess:** [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

- **STEP 3 – Justify:** [REDACTED]

[REDACTED]

• **STEP 4 – Implement and Nurture:**

**Follow-Up Visit:**

**iTraining Online Platform:**

**Software and Technical Administration Training**

In addition, and if required, we can offer a further detailed and comprehensive technical training course hosted at our premises, where we can run through in-depth implementation, integration, configuration and support scenarios specific to the customer's installation. This optional service comes at an additional cost.

It is important to note that end user training and administration training are treated as individual disciplines.

### 3.2. Engineering Coverage (Weighting 30%)

Contractors will be required to ensure that a sufficient number of security cleared, qualified engineers are allocated to this Framework to deliver the required service and coverage as detailed in the document *ITT – Schedule 1a (SoR & KPIs) – Office Equipment* from Framework commencement.

Contractors should provide details of how engineering coverage will be provided across the geography of Scotland, to meet requirements and response times. This should include details of the optimum ratio between engineers and products which they are able to maintain in order to provide a quality service across the Framework.

Contractors must detail the number of employees that are genuinely available to service the Framework. It is recognised that Contractors (and sub-contractor where appropriate) will have other clients/commitments so details of how this will be managed should be provided.

This should be broken down to the locations identified below and, if appropriate, identify the locations where sub-contractors will be used in order meet this requirement:

- Highlands & Islands
- Aberdeen & North East
- Tayside, Central & Fife
- Glasgow, & Strathclyde
- Edinburgh & Lothians
- Scotland South

Contractors should identify the typical levels of skills, experience and on-going training in relation to the products they intend to supply, and confirm the staff turnover rate for the engineers covering Scotland.

Contractors should also demonstrate how skilled engineering support will be maintained and can be increased to meet potential demand.

#### Response:

##### Security Vetting

Konica Minolta recognises that the safety and security of our colleagues and customers is of paramount importance, and we can confirm that we perform Disclosure Barring Service (DBS) security checks on all our field service engineers when they join the company, and these are renewed every 3 years.

We also perform the following checks as part of our employment procedures, and all items are verified before full employment status is granted:

- Identity.
- Employment history and references (past 12 months).
- Nationality and Immigration Status.

Additionally, reviews take place throughout each member of staff's employment, ensuring all personnel entering clients' sites are suitably vetted, therefore allowing them access to customers' premises without the need for close supervision.

To further demonstrate our commitment to customer safety and security, Konica Minolta also carries out additional vetting, where required by customers.

We have an extensive portfolio of public and private sector organisations that require additional vetting and/or security clearances for field engineers and other personnel entering their premises. These include several Local Authority Councils, hospitals, education establishments, Police Forces, Prison Services, corporate enterprises, and departments and sites with the Ministry of Defence (MOD).

Konica Minolta confirms that it will work with the Authority and Framework Public Bodies to ensure that staff allocated to customer contracts on the Framework are suitably vetted to our mutual benefit and satisfaction, as may be required.

We are also happy to discuss staff, who visit customer premises, undergoing any Safeguarding Training, Health & Safety Training, Site Induction, and/or additional vetting that customers may find necessary to organise, ensuring staff are suitably vetted and trained to our mutual benefit and satisfaction.

All engineers are also provided with a uniform and display a visible identification badge, and will abide by any regulations or Health and Safety restrictions when visiting any customer site.

### Qualifications, Training and Development

Konica Minolta prides itself on its technical standards, and customers benefit from the experience of service engineers who are all exclusively and continually trained to the highest standards on Konica Minolta products, in line with our *PathFinder* programme.



Guided by Konica Minolta's Management Philosophy,

#### Key Objectives

- Transparency and visibility of future career path
- Reward and recognition
- Quality measurement
- Business growth and capabilities
- Building blocks for the future of our service delivery

In this way, engineers are motivated to ensure continued service delivery for our customers, as this has formed the basis for our exceptionally successful, direct customer support and service teams.

Extensive, regular in-house training is also provided, ensuring knowledge and skill is kept updated in the areas of hardware, solutions, connectivity, networking, operating systems, and for any new or upgraded devices prior to device launch, ensuring they have expert knowledge before customer orders begin.

In addition, all technical staff undergo IT testing, including security protocols, data protection and client confidentiality, as well as various other non-technical training, such as customer awareness, developing people skills, and confidence building to better support and understand our client needs. Technical staff also receive regular one-to-one performance reviews to ensure their on-going development and continual service delivery improvement.

### Capacity Planning

Konica Minolta uses a number of specific measurements to manage and monitor the service delivery to our clients' devices. We employ Capacity Planning – forecasting number of service visits likely in any period. The criteria for measuring this are:

- Number of machines in the account.
- Print/copy volume of machines.
- Equipment reliability measurement (how often a machine requires a visit).
- Known average work and travel times.



who are on hand to support any customer network connection issues related to our installed devices.

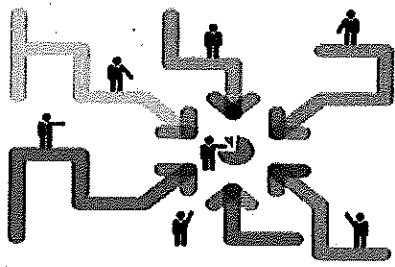
Stock control is an area where Konica Minolta has invested heavily to ensure our engineers and customers are fully supported in the field, thus further enabling us deliver the Framework response times and other SLAs to customers.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



The table further shows that even with planning at █% capacity, we still operate below capacity, therefore allowing us to accommodate growth plans that we anticipate as part of our recent restructure with a Scottish focus (as covered in our response to Question 2.1 further above), and as we hope to increase our market share on the new Framework.

[REDACTED]

The information provided above details how we respond to service calls. Konica Minolta however has preventative measures in place to minimise (and as much as possible, prevent) service incidents being raised:

- **Customer Training:**

[REDACTED]



[REDACTED]

- **Preventative Maintenance and Service Schedules**

[REDACTED]

**Sub-Contractor Management**

[REDACTED]

Please note that where we utilise the services of third parties to deliver against an element of a contract, all obligations and liabilities will remain with Konica Minolta.

In order to ensure that the 3<sup>rd</sup> party adheres to the SLAs within the contract, Konica Minolta will only use our strategic Alliance Contractors with whom we have a robust general trading contract, and we also establish back-to-back contractual terms and conditions that mirror the agreements we have in place with the Authority (where applicable), and our customers.

Konica Minolta offers a high level of service to its customers and recognises the importance of its operations. We have robust procurement processes for awarding sub-contractors to the position of "accredited supplier" status. This involves stringent criteria to which they must conform, and includes (but is not limited to):

[REDACTED]

As part of our sub-contractor management process, regular performance reviews are held with 3<sup>rd</sup> parties to ensure that the service being delivered is meeting our customer expectations, as well as our needs and contractual obligations.

[REDACTED]

**Staff Turnover**

[REDACTED]

We are able to maintain such a low ratio due to the longevity of the current service team, and our excellent

Pathfinder staff training and development programmes, as covered above.

### **Maintaining and Growing Staffing Levels to Meet Potential Demand**

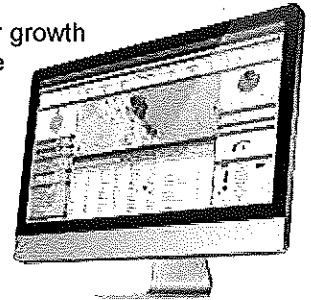
Earlier above, we explain that Konica Minolta employs Capacity Planning – forecasting number of service visits likely in any period – from which we can accurately calculate the number of service visits we will need to attend, and from this, the amount of resource needed to cover those visits, allowing us calculate the staffing requirements necessary to service our clients.

We also explain above that although our capacity planning is based around █% of the service staff being available for work (taking into account annual leave, sickness and training needs), we currently operate below capacity due to our pro-active and preventative approaches.

With these in mind, our current staffing levels ensure that we are able to accommodate growth plans that we anticipate as part of our recent restructure with a Scottish focus (as covered in our response to Question 2.1 further above), and as we hope to increase our market share on the new Framework.

Additionally, capacity planning and our strong Pathfinder programme also means that we are able to further grow (recruit, train and develop) additional resource as and when needed throughout the terms of the Framework and our contracts with Framework Public Bodies.

To further support our plans to be a supplier of choice, and recognise any areas for growth needed, Konica Minolta also carries out Service Performance Monitoring. We use █ an online portal which allows our Service Management to truly understand what is happening on the front line; helping to determine actions to drive efficiency gains for our customers, whilst improving customer satisfaction. Innovative dashboards give real-time views of Operational & Employee performance, identifying areas for improvement, allowing Service Management to see the impact of change.



Some of the key benefits of █ include:

- Providing an overview of daily service activities and status.
- Real time daily, weekly or monthly reporting for First Time Fix rates, Response Times and Engineer Productivity.
- Facilitates better resource planning and future-proofs service requirements.
- Easy identifies where efficiency gains can be made.

Our entire Service Division is tracked against set targets on a sample day, allowing the business to better understand where to make changes to improve service provision, such as increasing engineer numbers etc.

### 3.3. Hours of Service & Response Times (Weighting 20%)

Contractors will be required to provide support and maintenance as defined in the document *ITT – Schedule 1a (SoR & KPIs) – Office Equipment*.

Contractors should provide details of how standard support and maintenance for these requirements will be provided, and must indicate if there are any limitations to this service and, if so, what alternative solutions they propose. Their response should include how they could provide increased levels of support where this is required by a Framework Public Body through further competition (e.g. 24x7 service)

Contractors should also describe how they will meet the required response times (i.e. standard response time of 4 working hours and critical response time of 2 working hours) including how they will prioritise criticality and then allocate resource to meet these maximum response times across the geography of Scotland. Contractors should also confirm how they will ensure these response times are achievable from the Framework Commencement Date.

Where there are any additional costs due to non-standard hours of service, these costs should be detailed in the document *ITT – Schedule 2 (Pricing) – Principal Catalogue: Rates – Office Equipment*.

#### **Response:**

Konica Minolta confirms that it will work to deliver the Framework's support and maintenance requirements to Framework Public Bodies across the geography of Scotland.

Throughout the term of their contracts, customers will have access to Konica Minolta's ISO 20000 accredited service provision. We are the only organisation in our Industry with its UK service practises accredited to the ISO 20000 standard – a service management system (SMS) standard specifying the requirements for the design, transition, delivery and improvement of services to fulfil agreed service requirements, providing:



- A controlled, consistent, high quality service delivery, both within Konica Minolta and to our customers.
- Demonstration of our commitment to upholding a reliable service and infrastructure.
- Leveraging a proven set of best practices.
- Enhanced customer confidence and satisfaction.
- Together with our ITIL processes, recognising our commitment to Continual Improvement.

#### **Standard Support**

The following information details of how standard support and maintenance for the Framework requirements will be provided.

#### **Hours of Service**

Konica Minolta confirms that our standard on-site engineer service hours are in line with the Framework requirements of 09:00 to 17:30, Monday to Friday (excluding UK and Scottish Public Bank Holidays).

Our standard support help desk hours exceed the Framework requirements, and operates 08:00 to 18:00, Monday to Friday (excluding UK and Scottish Public Bank Holidays).

Outside of these hours, maintenance calls and faults are logged via the Internet, our remote monitoring system, or by logging a service request via the automated telephone system.

Where a customer requires extended service hours and/or bespoke support services, these can be provided, and would have been agreed during pre-contract discussions to establish customers' exact needs, and when this would be required, to ensure we provide the right level of support provision to meet any such requirements. Further detail on our enhanced service provision is provided further below.

**Response Times**

Konica Minolta confirms that it will work to achieve the Framework response times to meet the requirements of Framework Public Bodies across the geography of Scotland, including:

- Critical of 2 working hours (or otherwise agreed with Framework Public Body)
- Standard of 4 working hours (or otherwise agreed with Framework Public Body)
- Standard of 2 (working) hours for Very High Volume devices (or otherwise agreed with Framework Public Body)
- Standard of next business day for A4 desktop printing (or otherwise agreed with Framework Public Body)
- Standard of tailored services (such as a collect and return warranty) for 3D printing

In certain areas, such as the Highlands mainland, Western Isles, and Shetland Islands, we propose onsite response times of next business day and/or best endeavours for all devices (to be agreed with Framework Public Bodies). This is due to the geographical nature of these locations, and the heavy reliance on transport services (e.g. ferries, planes, etc.) to reach these locations.

For customers in these areas, we can offer extra consumables and parts stocks to be retained on site; user maintenance training services to enable them carry out basic troubleshooting and maintenance services in house; or back-up devices to be retained on site in case of machine failure.

For sites with multiple devices, we can offer print management, "Follow Me" software solutions, that will enable them collect prints from another device in the case of any particular machine being faulty.

To ensure we can meet the Framework response, Konica Minolta uses a number of specific measurements to manage and monitor the service delivery to our clients' devices. We employ Capacity Planning – forecasting number of service visits likely in any period. The criteria for measuring this are:



From these values, we can accurately calculate the number of service visits we will need to attend, and from this, the amount of resource needed to cover those visits, allowing us calculate the staffing requirements necessary to service our clients. Capacity planning is based around 80% of the service staff being available for work; this takes into account annual leave, sickness and training needs.

The table below summarises our current service engineer resource and capacity ready and available in Scotland to meet the new Framework requirements from its commencement.

[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

\*MIF = Machines In Field at customer sites

Konica Minolta has a direct force of approximately [REDACTED] highly-trained service engineers in Scotland, who are field-based throughout each service area; they are not based at the service centres. This provides our customers with the best possible service and response times.

Our direct-service teams also comprise Network Specialists (including [REDACTED] dedicated resources across Scotland), who are on hand to support any customer network connection issues related to our installed devices.

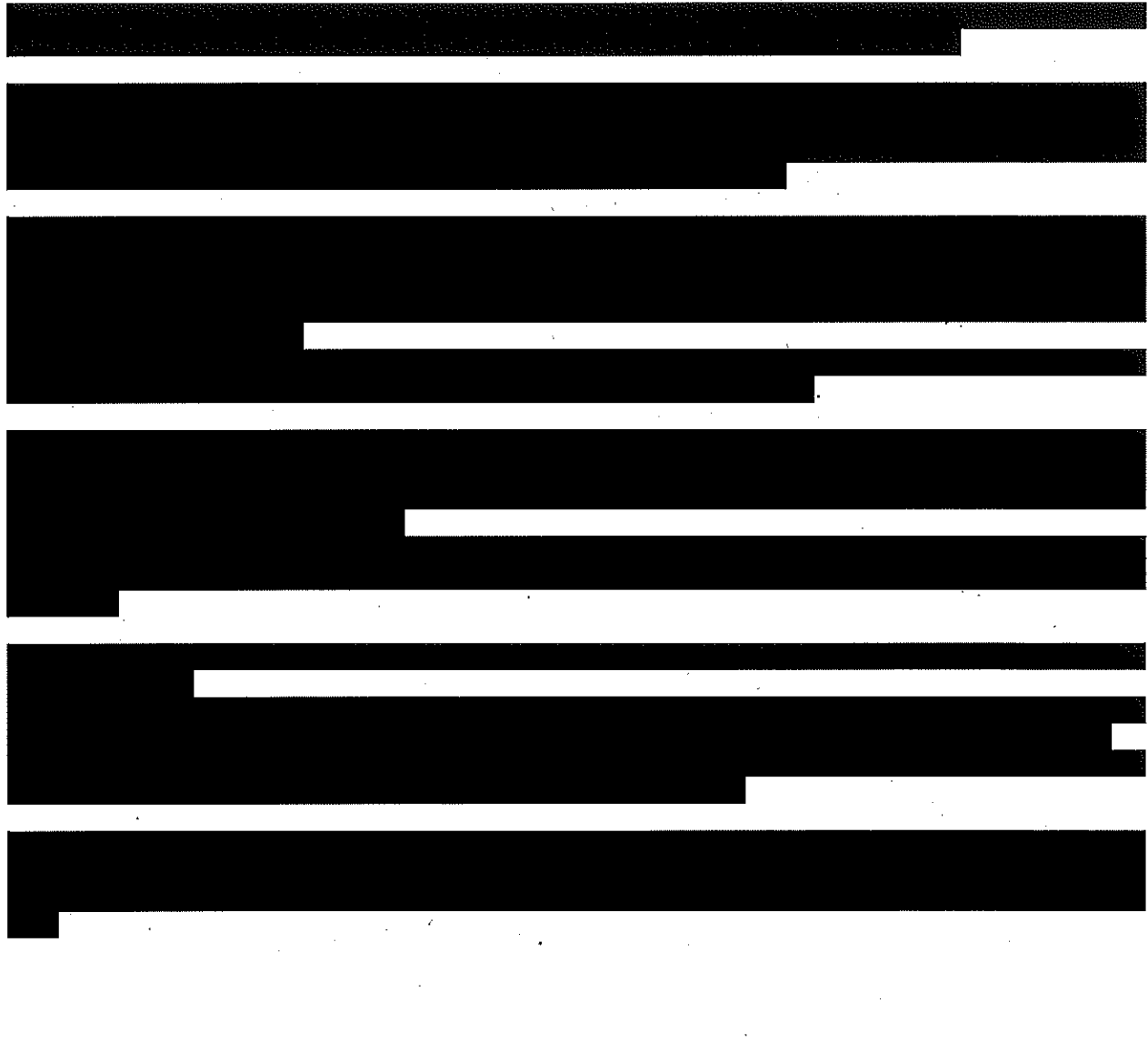
In Orkney, our engineer resource is sub-contracted to Orkney Office Supplies Ltd. – a strategic sub-contractor with whom we have worked for several years, although all obligations and liabilities remain with Konica Minolta. The day-to-day relationship and performance of Orkney Office Supplies Ltd. as a sub-contractor is managed and monitored by our [REDACTED], and routine reviews are conducted daily, weekly and monthly cycles, taking into account: customer satisfaction surveys; daily interaction; and feedback from colleagues in other areas of the business. We also conduct performance review against agreed KPIs, improvement areas, outstanding actions, and plans for the next period.

In terms of resource allocation and establishing the criticality of a fault, upon receipt of a notification of a faulty device, a remote analysis of the output device is carried out to determine whether the fault can be rectified remotely; otherwise an appropriate on-site engineer visit will be arranged in line with agreed SLAs, and at the customer's convenience.

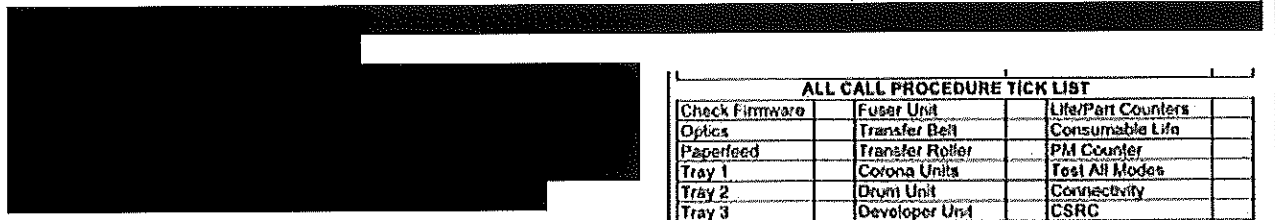
We work to ITIL standards, and our Incident Management process will ensure that all customer incidents are treated individually and categorised respectively. We will work with the customer to gauge the incident, and understand the exposure and risk within their business to categorise the incident accordingly. The table below offers guidance, and we are happy to discuss possible adjustments to these with the Authority:

Incident Severity	Critical	Major	Minor
Description	Inability to use. Has critical negative impact to customer business	Loss of functionality. Operation of customer business continues with some difficulty	Minor loss of functionality. Operation of customer business continues with minimal difficulty
Explanation	This level of incident is recognised for those that have a significant impact to working practices and business critical applications where there is no immediate workaround.	This level of incident is recognised for those incidents where a workaround can be provided to allow for business levels to continue without significant impact.	This level of incident is recognised as having no real business impact and only a minor level of inconvenience for an individual device or user; however, the overall solution is running as expected.

**Fix Times, and First Time Fix**



## Product Up-Time



Check Firmware	Fuser Unit	Life/Part Counters
Optics	Transfer Belt	Consumable Life
Paperfeed	Transfer Roller	PM Counter
Tray 1	Corona Units	Test All Modes
Tray 2	Drum Unit	Connectivity
Tray 3	Developer Unit	CSRC
Tray 4	IU (CMYK)	Spoken To Key Op
LGT	Filters	Enhancement Guide
RADF	Interior	MCBV Resched
Finisher	Exterior	TO BE COMPLETED EVERY VISIT
Duplex	Jam/SC Counters	



- **Customer Training:**

[Redacted] In our response to Question 3.1 above, we cover our customer training for the office and production environments, including modules aimed at enabling users to carry out basic maintenance tasks themselves, and thus allowing them maximise their uptimes.



Similarly, for VHV Print Production devices, our [Redacted]

[Redacted] Konica Minolta – allowing them maximise their up-time and take control; especially important when planning key production times, or when working out of service hours. [Redacted]



### Warranty

Konica Minolta confirms that for devices, such as 3D printers, which do not fall under a typical service agreement, we will provide best endeavour, tailored service levels to customer requirements, such as a collect and return warranty.

### Help Desk

Throughout the term of their contracts, customers will have access to Konica Minolta's ISO 20000 accredited and ITIL-governed Service Help Desk, which provides customers with a "Single Point of Contact" via easy access to a Telephone Hotline Support service designed to ensure maximum uptime on Konica Minolta products. The Service Desk logs support calls received via e-mail, phone or service portal.



Products connected to our remote monitoring service can request toner and supply meter readings automatically, giving end users a fully automated support service tailored to their requirements. Our Help Desk Interactive Voice Response Technology provides the following options:

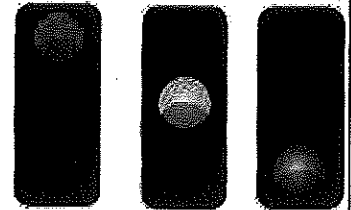
1. Accounts/Billing
2. Consumables
3. Service Call
4. Solutions Support
5. All other enquiries

Calls are automatically routed to the appropriate Service Desk Analyst who can deal with customer calls quickly and efficiently. Our specialist personnel ask users a number of key questions, designed to quickly identify where the problem cause lies, and have access to real-time technical data on the Konica Minolta "Infohub", allowing them to search and diagnose error codes and potential fixes.

All technical data is regularly reviewed and updated by the Konica Minolta Technical Teams. This ensures the very latest technical information is on hand at all times, enabling efficient fault finding and problem fixing; and these steps form the basis of our outstanding results in continuously meeting our clients' agreed response times.

Upon receipt of a notification of a faulty device, a remote analysis of the output device is carried out to determine whether the fault can be rectified remotely; otherwise an appropriate on-site engineer visit will be arranged in line with agreed SLAs, and at the customer's convenience. Our Service Desk Analysts apply the following "RAG" principles to all calls whereby:

- **RED** – Service Desk will be unable to fix, and an engineer call out is initiated.
- **AMBER** – Given the time parameters from point of logging to call release, the Service Desk could potentially fix the issue over the phone, or before a 30-minute window to release. If this is not possible within the time frame, an engineer call will be initiated.
- **GREEN** – The Service Desk is able to resolve the end user's issue at the point of contact, or within 30 minutes, and should apply the fix as determined within the Knowledge Base.



This rapid response system ensures that faults are cleared as speedily as possible – with the help of this system, currently some █% of all faults are rectified by our experienced Service Desk Analysts.

On occasions where a fault cannot be rectified, Konica Minolta confirms that a **Level 2 Support** provision is also available. This is provided by our dedicated Technical Desk on a remote basis. This is in the form of trained specialists, who may work on incident isolation and trouble-shooting using trouble-shooting guides, Konica Minolta's and 3<sup>rd</sup> party knowledge bases. Our trained and skilled Support Specialists do not utilise 'scripts', and instead are capable of providing valuable and skilled support immediately.

Level 2 escalations may require assistance in re-creating incidents and/or extracting further information, such as device logs, server logs and error messages; and our skilled Service Desk Analysts and Technical Consultants are also on hand to deal with all cases.

Operating from our Basildon Head Office, the Technical Hotline Team resides in a "lab" environment, where we have a wide range of pre-built servers and solutions for test and development purposes. This allows us to respond quickly, efficiently and technically to the business challenges that our customers face.

The provision of both Level 1 and Level 2 support ensures that we can offer continuity to our customers in terms of process and understanding. Our Hotline aims to resolve █% of all technical queries, and regularly exceeds this figure.

**Remote Access**

In our response to the Help Desk section above, we explain that upon receipt of a notification of a faulty device, a remote analysis of the output device is carried out to determine whether the fault can be rectified remotely; otherwise an appropriate on-site engineer visit will be arranged in line with agreed SLAs, and at the customer's convenience.

We also explain the "RAG" principles that our Service Desk Analysts apply to all calls. This rapid response system ensures that faults are cleared as speedily as possible – with the help of this system, currently some █%



█% of all faults are rectified by our experienced Service Desk Analysts.

Konica Minolta prides itself on providing professional levels of support to its customers. As part of that service, we can provide a remote, unattended support tool, which can allow support staff to access a computer remotely. Our remote support tool uses military grade strength encryption, which includes the following features:

█  
█  
█

There is also the option to use the customer's remote access solution if that is deemed the preferred option and thus meets customer's internal security approved systems.

We can also carry out firmware upgrades remotely. Konica Minolta will provide all new driver software upgrades and revisions. These are introduced on a continual basis, and our engineers will install them and explain the added benefits that they bring.

As main-body application fixes, upgrades and revisions become available, these firmware updates will be installed by a trained engineer, or remotely via our remote monitoring and diagnostics system.

#### **Maintenance Services**

Konica Minolta provides a comprehensive maintenance service for standalone and networked equipment, ensuring that machines deliver maximum performance and up-times with trouble free and continuous use.

The following is included in our comprehensive service provision:

█  
█  
█  
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█  
█  
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█  
█

Hardware maintenance/support is available for the length of the contract.

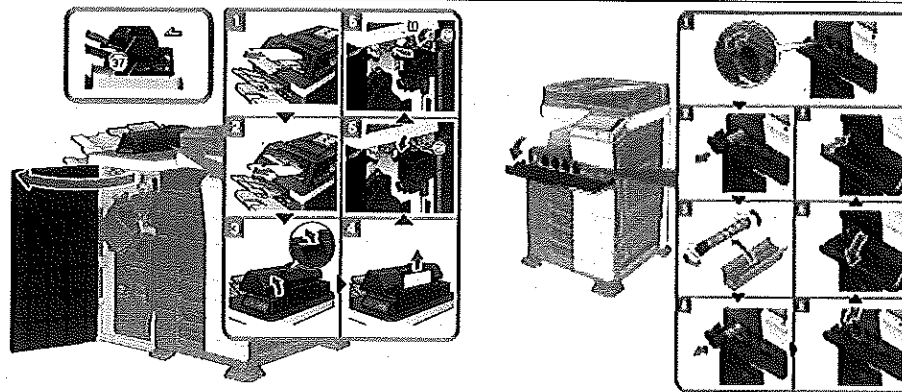
#### **Preventative Maintenance and Service Schedules**

All Konica Minolta MFDs play an active role in their service lifecycle, utilising a preventative maintenance scheduling ranging from █ to █ prints dependent on the model type.

To make the service call quick and efficient, each model has a specific maintenance kit, which is fitted at these intervals. Planned service intervals on mid- to high-volume products are often specifically set and tailored to meet clients' needs, dependent on their volume and installed environment, factored on their usage.

Our devices use Customer Replacement Unit (CRU) technology, which in effect means that the machine is serviced as it is being utilised. Each replacement unit is designed to be easily inserted by a trained end user as simply as fitting a toner cartridge, meaning the device does not require any lengthy periods of down time to maintain its quality or reliability.

The MFD control panel provides on-screen help to guide customers' operators through each replacement, offering clear and easy-to-understand animated "walk through" illustrated instructions to replace units.



Customers will be provided with a stock of CRUs on installation of the device, and our remote monitoring system will send automated requests for replenishment, and replacement units will be despatched to customers' sites, ensuring they always have a spare.

When the specific preventative maintenance threshold is reached, our connected devices alert the service centre automatically through our remote monitoring system, allowing us to be proactive in our approach to scheduling and predicting when maintenance will be required. Users are also informed via the operation panel, prompting the end user to call for routine maintenance; our device may also be set to e-mail a nominated key operator or designated internal IT desk.

Calls for support are set at █% of their normal useful life cycle, allowing plenty of time for Konica Minolta to schedule a Preventative Maintenance call at a time that is convenient for the customer's workflow. Once a request is generated, the required items will be dispatched automatically to the customer's site, and our local service team will contact the end user to schedule the visit.

#### Dead on Arrival (DOA) Equipment

In line with the Authority's definition, Konica Minolta classifies DOA as the device failing on install, or within the █ from delivery, and needing to be returned to our workshop and/or exchanged for a new device.

As of the end of 2016, our average DOA devices was approximately █

Where a device is suspected DOA, customers do not need to carry out any diagnostic work; our engineer will identify whether the fault is due to the device failure, or a lack of necessary infrastructure, such as connectivity from a live network point, or live power socket. Should the device be confirmed DOA, the process for replacement is outlined in the table below, as will be applied to all customers across Scotland, regardless of specific location:

Action	Timescale
█	█
█	█
█	█
█	█
█	█

Please also see our DOA / TCO (Technical Change Out) administrative process illustrated below:

## Redacted diagram

### Replacement Products

Konica Minolta confirms that particularly where a machine maintenance fault is not the result of customer actions, and the machine fails to perform according to published, referenced criteria; and where such fault cannot be rectified within agreed timescale, then we would arrange a loan machine, or replace the equipment as appropriate.

For loan devices, these will be on a like-for-like basis, where the original device has been down and unable to operate for continuous agreed period.

We will ensure that the loan device is in operation within agreed timeframes, and shall remain in place until the original device is returned and fully operational.

Similarly, where the faulty device is to be permanently replaced, Konica Minolta will provide customers with an automatic replacement device, on a like-for-like basis, under the same terms and contract end date.

We will ensure that all equipment supplied, which proves to be unfit for purpose, is replaced with an identical, satisfactory, customer-approved piece of equipment within agreed timeframes of notification from the customer and/or the Authority.

In certain areas, such as the Highlands mainland, Western Isles, and Shetland Islands, we propose best endeavours for all loan devices and/or device replacements (to be agreed with Framework Public Bodies). This is due to the geographical nature of these locations, and the heavy reliance on transport services (e.g. ferries, planes, etc.) to reach these locations.

For customers in these areas, we can offer back-up devices to be retained on site in case of machine failure. For sites with multiple devices, we can offer print management, "Follow Me" software solutions, that will enable them collect prints from another device in the case of any particular machine being faulty.

### Enhanced Support and Maintenance Services

Konica Minolta can provide an extended out-of-hours service support policy, and other enhanced service levels, to Framework Public Bodies if required.

At Konica Minolta, we provide an exceptional maintenance service our customers. As part of our ISO 20000 accredited service provision, Konica Minolta has a national service coverage, extensive training that our service technicians undergo, and a comprehensive processes for fault reporting and rectification (including escalations); all of which is supported by our ITIL-governed Service Desk.

Across our numerous public sector Frameworks and contracts, as well as with enterprise, corporate and commercial clientele, we have a wide range of SLAs we deliver, and service hours to which we adhere; each with the purpose of ensuring that our customers are confident that they are receiving the highest level of service. Some of these are detailed below.

### **Out-of-Hours Service and/or Extended Service Hours**

Where a customer requires extended service hours and/or bespoke support services, these can be provided. Ideally, these should be agreed during pre-contract discussions (or as early as possible before the requirement is needed) to establish customers' exact needs and when this would be required, to ensure we provide the right level of support provision to meet any such requirements, particularly to set up any bespoke arrangements.

To allow us make specific arrangements, we will need to understand the customer's specific requirements, and tailor our offerings and associated costs accordingly. For example, we will need to understand if they require dedicated engineers on standby during these additional hours, alongside any telephone support; or if they will like the dedicated engineers based onsite.

We will also need to understand the durations and frequency of the requirement (e.g. if this will be during week days only, or on weekends as well; if this will be required as standard continuously, or just on particular occasional events – e.g. if each event is lasting a few days, or every six months, etc.).

Similarly, for products such as print management software solutions, if required we could provide the option of a premium support package, which includes a 24/7/365 hotline support; but the scope of services will need to be defined for any specific costs to be determined for their requirement.

Should a customer be interested in further discussions on these, we can discuss various scenarios, and provide illustrative costs accordingly (to allow the customer extract value from such an exercise, the scenarios would need to be realistic representatives of their expectations).

Out-of-hours support dates/times have to be agreed in advance with our Service Managers, and they may require up to a month to set-up the service, depending on the customer's specific requirement.

As part of our service offering, Konica Minolta can discuss offering customers other tailor-made approaches, solutions and enhanced service levels. To this end, we can work with customers to provide enhanced services that can lessen on-site response and resolution timeframes, and/or increase product uptime, as per the following examples. In all cases, we will ensure that the benefit to the customer for implementing such enhanced services do far outweigh the costs.

#### **Dedicated On-Site Engineer Resource**

Konica Minolta has satisfied several customer requests for dedicated engineers, who are based on site at the customer's premises, and work as part of Konica Minolta to enable us provide the services required.

The engineer(s) being based permanently on site means that they can provide immediate levels of support to customers. This is particularly common for large organisations, e.g. universities, and Local Authority Councils requiring fully managed print services.

Our service engineers are responsible for the installation, repair, and maintenance of all aspects of multi-functional devices to specified standards, carrying out customer training when required in order to provide the highest level of service to our customers. Accordingly, within the role, engineers will respond to call-outs in a timely and professional manner, identifying and resolving technical faults, and undertaking all technical modifications as they arise, whilst providing advice and training to customers on all aspects of the machines' functions, thus ensuring that customers are fully aware of (and utilise the full capabilities of) the installed device.

Engineers are exclusively and continually trained to the highest standards on Konica Minolta products at our Training Academies, utilising web-based and hands-on classroom training. Extensive, regular in-house training is also provided, ensuring knowledge and skill is kept updated in the areas of hardware, solutions, connectivity, networking, operating systems, etc.

We also ensure that our engineers are suitably vetted, therefore allowing them access to customers' premises without the need for close supervision.

#### **Enhanced SLAs for Part of the Print Estate**

With this option, customers generally identify a limited number of "time-critical" devices from across their fleet, for which we can agree to enhanced services.

The devices in question can be a select few that the customer heavily relies on (e.g. those in areas open 24/7, or other urgent services), and Konica Minolta will set these up as "priority accounts" as a local arrangement, and we will produce Management Information reports for these priority accounts against the "locally arranged" SLAs.

On a case-by-case basis, we discuss the quantity of devices that the customer wishes to place in this "priority accounts" category, as well as the specific levels of enhancement requirements that they would like implemented. Depending on the quantity and enhancement requirements, Konica Minolta may be able to provide them at no additional cost to the customer, otherwise we will discuss any cost implications either before, or as part of the contract negotiation stage.

## **Back-Up Devices**

To further show our commitment to our customers, we are able to offer them "back-up" devices, which can be stored on their premises, and can serve as hot-swaps in case of a device failure. Konica Minolta currently offers this service to several customers (particularly those in remote locations with relatively infrequent transport links), and it has worked very well in maintaining above standard uptimes throughout the contract term.

Where customers are interested in a similar arrangement, Konica Minolta will be happy to discuss the quantity of these "back-up" devices that they will require, the related SLAs and arrangements to accommodate these, with any associated costs implications.

## **IT Infrastructure Resilience**

We understand the need to support 'critical' sites and devices, and work to give customers service models that offers the best cost/benefit in their favour.

Maintenance and Support are just two areas of our service-led offering designed to minimise downtime, maximise productivity, and deliver full business continuity. This includes industry-recognised award-winning hardware and intelligently designed solutions, ensuring users have availability to document services at all times/locations; through to a level of service excellence via Asset Management, Remote Monitoring, Pro-Active Maintenance Services, Excellent Field Service, and/or Onsite Service Responses.

Our approach to this does not start and end with field service; it starts with our due diligence process. This is the most critical period, as it is the basis and foundation of our overall Service offering. A successful due diligence approach ensures that we have a full understanding of the customer's business line, challenges and departmental requirements. This allows us to create a Service Strategy that exceeds objectives, SLAs and KPIs relating to downtime, productivity and business continuity.

As part of customer contracts, our Software and Technical Consultants we will work with them to design and implement a solid foundation within their IT infrastructure, to deliver a resilient solution providing full 'Follow Me' capability, reducing the impact of machine faults / breakdowns, as users will still be able to collect their prints from other devices on the network.

Konica Minolta is not tied down to a single print management or other workflow software; we can offer several different industry-leading solutions. By having this flexibility to be able to choose from our extensive software portfolio means that Konica Minolta can propose the most suitable software to meet each customer's specific needs. The importance of selecting the correct software to meet their current and future requirements is crucial, hence why Konica Minolta has dedicated Software and Technical Consultants, who perform assessments before determining the optimum software of choice.

Understanding customers' requirements around resilience and redundancy is key, and our Consultants will work with them to design and provide a resilient software solution, providing the best advice for failover and redundancy, and ensuring that the chosen software solution(s) provides optimum business continuity level, based on the customer's network infrastructure.

Additionally, where required, we can provide the option of a premium support package for many software solutions on a 24/7/365 Platinum SLA remote access service, which includes a 24/7/365 hotline support with 1-hour response for critical components. This will further reduce the need for critical devices and expensive service contracts, by maximising the ease with which end-users access document services.

Suddenly, 'critical service areas' are no longer critical; they are provided with business continuity as a standard offering.

We deliver fully Managed Print Services to various customers with critical sites and services, such as healthcare NHS Trusts, Police Forces and Prison Services, by ensuring business continuity is at the forefront of our service-led approach.

In all cases where extended and/or out-of-hours resolution might be needed, and or enhanced services provided, we will work with customers to agree the most advantageous cover.

We have completed the *ITT – Schedule 2 (Pricing) – Principal Catalogue: Rates – Office Equipment* document as requested.

Please note that as we've explained above, costs associated with enhanced service levels are often subject to scope, based on each customer's unique requirements; as such, blanket prices for all services are not always possible.

### 3.4. Helpdesk Support & Preventative Maintenance (Weighting 20%)

Contractors should provide details of how calls to the helpdesk will be managed. This should include how calls are initially logged, diagnosed and when these would be escalated to the 2<sup>nd</sup> line support team. They should provide details of the 2<sup>nd</sup> line support team, including their technical skills and experience, and under what circumstances and how a call would be raised for engineer support.

Contractors should include details of the following in their response:

- Locations of all helpdesk to be used to deliver this framework
- Staffing levels and expertise
- Hours (standard and extended hours of business)
- Average call answering times
- Knowledge of the Scottish geography
- Self-service capabilities

Contractors should also describe what preventative maintenance measures will be put in place to reduce the need for support calls. This should include any processes or procedures used to manage preventative maintenance, the expected frequency and how any disruption to the Framework Public Body would be minimised.

Contractors are encouraged to include diagrams, charts, etc. where these might help articulate the support services available and how they would be delivered.

**Response:**

Konica Minolta confirms our ability to fully comply with the Authority's Helpdesk Support & Preventative Maintenance requirements.

	UK Service Desk	Resource Controllers Desk	Consumables Desk	Remote Monitoring Desk

	[REDACTED]			
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]			
[REDACTED]	[REDACTED]			

\*Please note that our services in Romania are internal co-ordination services only; they are NOT customer-facing, and there is therefore no contact with Framework Public Bodies. As aforementioned, our support services for customers will be managed through a single point of contact at our National UK Service Desk which is located in Birmingham, UK

### Konica Minolta Help Desk Process

Throughout the term of the contract, customers will have access to Konica Minolta's ISO 20000 accredited and ITIL-governed Service Help Desk.



The Help Desk will provide a "Single Point of Contact" via easy access to a Telephone Hotline Support service designed to ensure maximum uptime on Konica Minolta products. The Service Desk logs support calls received via e-mail, phone or service portal.

Products connected to our remote monitoring service can request toner and supply meter readings automatically, giving end users a fully automated support service tailored to their requirements.

Our Help Desk Interactive Voice Response Technology provides the following options:

1. Accounts/Billing
2. Consumables
3. Service Call
4. Solutions Support
5. All other enquiries

Calls are automatically routed to the appropriate Service Desk Analyst who can deal with the call quickly and efficiently.

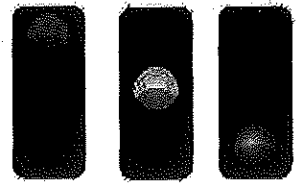
Our specialist personnel will ask users a number of key questions, designed to quickly identify where the problem cause lies, and have access to real-time technical data on the Konica Minolta "Infohub", allowing them to search and diagnose error codes and potential fixes. All technical data is regularly reviewed and updated by the Konica Minolta Technical Teams. This ensures the very latest technical information is on hand at all times, enabling efficient fault finding and problem fixing; and these steps form the basis of our outstanding results in continuously meeting our customers agreed response times.

Upon receipt of a notification of a faulty device, a remote analysis of the output device is carried out to determine whether the fault can be rectified remotely; otherwise, an appropriate on-site engineer visit will be arranged in line with agreed SLAs, and at the customers' convenience.

Our Service Desk Analysts apply the following "RAG" principles to all calls whereby:



- **RED** – Service Desk will be unable to fix, and an engineer call out is initiated.
- **AMBER** – Given the time parameters from point of logging to call release, the Service Desk could potentially fix the issue over the phone, or before a 30-minute window to release. If this is not possible within the time frame, an engineer call will be initiated.
- **GREEN** – The Service Desk is able to resolve the end user's issue at the point of contact, or within 30 minutes, and should apply the fix as determined within the Knowledge Base.



This rapid response system ensures that faults are cleared as speedily as possible – with the help of this system, currently some 22% of all faults are rectified by our experienced Service Desk Analysts.

Our standard Help Desk operating hours are 08.00 to 18.00 Monday to Friday (excluding UK and Scottish Public Bank Holidays). Outside of these hours, users can request maintenance calls and/or toner supply via the Internet, or leave a message on our automatic answering system.

**Service Incident Process**



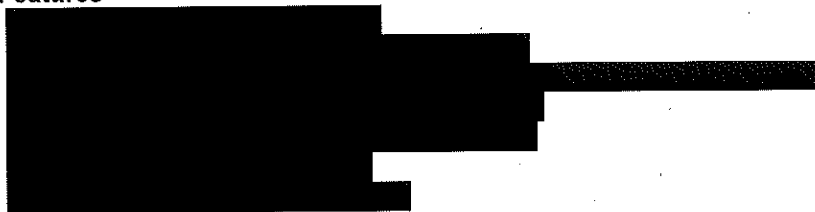
Redacted diagram

**Service Desk Management**

To provide a world class service, Konica Minolta will provide customers a total support offering including:

- ISO 20000 accredited and ITIL-governed Service Desk
- Incident Management
- Service management
- Business Intelligence

• **Features**



• **Workflow**

Enhanced workflow processes ensure information is constantly updated to provide a high first time fix rate and enhanced customer satisfaction.

• **Training**

All Service Desk Analysts have access to the [redacted] performance is regularly reviewed by the [redacted] and to evidence product knowledge awareness.

• **Monitoring and Measurement**

The Service Desk performance is managed and monitored with the following average targets:

Category	Target
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[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

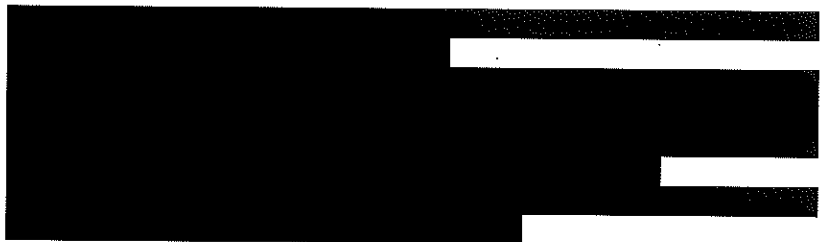
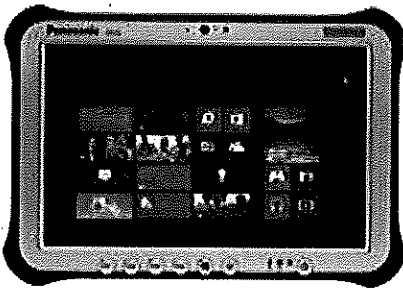
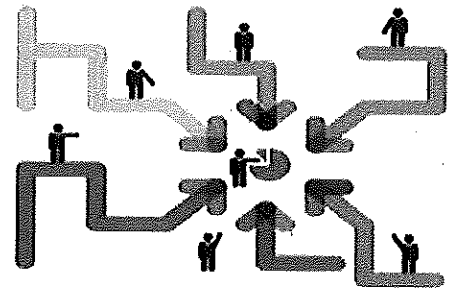
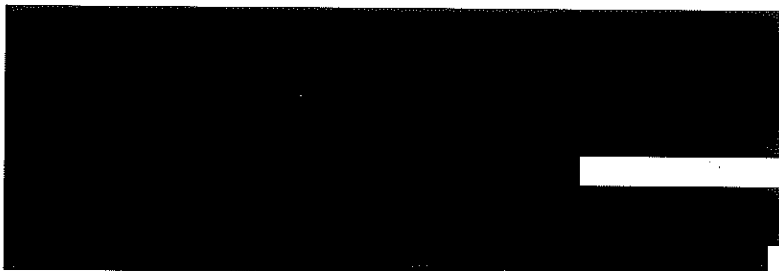
\*Call to Release is the time taken from the point of contact to Service Desk Resolution or assignment of the incident to Konica Minolta engineering.

**Quality Checks**

All calls and information are regularly quality checked to ensure that we are providing our customers with the best possible service. Business Intelligence Reporting provides the statistics to monitor our service performance.

**Engineer Call Out**

Our standard engineer onsite support operating hours are 09.00 to 17.30 Monday to Friday (excluding UK and Scottish Public Bank Holidays).



ALL CALL PROCEDURE TICK LIST		
Check Firmware	Fuser Unit	Life/Part Counters
Optics	Transfer Belt	Consumable Life
Paperfeed	Transfer Roller	PM Counter
Tray 1	Corona Units	Test All Modes
Tray 2	Drum Unit	Connectivity
Tray 3	Developer Unit	CSRC
Tray 4	IU (CMYK)	Spoken To Key Op
LOT	Filters	Enhancement Guide
RADF	Interior	MCBV Reached
Finisher	Exterior	TO BE COMPLETED
Duplex	Jam/SC Counters	EVERY VISIT



[REDACTED]

Technicians would check and test the equipment to ensure that the defect is indeed resolved; [REDACTED]

Once the technician has completed the call, the details are logged, ensuring that accurate records are kept for any future reference.

[REDACTED]

They also have the opportunity to complete a confidential survey at this point.

The customer contact also then receives an e-mail confirmation of the incident resolution and closure. The notification e-mail contains information on how the customer can give feedback. Any feedback received is logged, acknowledged (and responded to if necessary), and forwarded to relevant persons. [REDACTED]

[REDACTED]

#### Customer Updates

The customer will automatically be kept up to date throughout the lifecycle of any service incident created, and will receive notification e-mails at the following stages of a service incident:

[REDACTED]

The following is a sample e-mail to a customer:

**Redacted diagram**

#### Fault Escalation

On occasions where a fault cannot be rectified, the technician will escalate it to a Team Leader, who will advise them, attend themselves if required, or further escalate the incident to the Technical Support Group (TSG) if they cannot reach a resolution themselves, all the while keeping the customer updated.

TSG comprises Technical Consultants who are highly skilled resources, well-versed in IT infrastructure and architecture, and possess a range of certifications across the team. There are therefore escalation processes in place to control their involvement in incidents, thus ensuring the best use of their limited resources:

- **Level 1 Support – Technician and the customer.**  
Activities carried out include, but are not limited to, validating entitlement to support, logging the incident with an appropriate level of detail to determine the severity and internal escalation for incident resolution. Our Hotline is operated by a team of individuals, working to an ITIL methodology, and all individuals are technically trained in Konica Minolta's portfolio, ensuring that any agreed SLAs are met, and workarounds or solutions are identified in a timely manner.

- **Level 2 Support** – Involving the Service Team Leader, who would involve the Technical Help Desk if required.

The support is provided by our dedicated Technical Desk on a remote basis. This is in the form of trained specialists, who may work on incident isolation and trouble-shooting using trouble-shooting guides, Konica Minolta's and 3<sup>rd</sup> party knowledge bases.

The Desk is manned by trained and skilled Support Specialists, who do not utilise 'scripts', but are capable of providing valuable and skilled support immediately.

Level 2 may require assistance in re-creating incidents and/or extracting further information, such as device logs, server logs and error messages; and our skilled Service Desk Analysts and Technical Consultants are also on hand to deal with all cases.

Operating from our Basildon Head Office, the Technical Hotline Team resides in a "lab" environment, where we have a wide range of pre-built servers and solutions for test and development purposes. This allows us to respond quickly, efficiently and technically to the business challenges that our customers face.

The provision of both Level 1 and Level 2 support ensures that we can offer continuity to our customers in terms of process and understanding. Our Hotline aims to resolve █% of all technical queries, and regularly exceeds this figure.

For queries and business challenges that are escalated, we have a robust and clearly defined escalation process to ensure that we are providing a strong focus on incident resolution of all integrated software solutions.

- **Level 3 Support** – Service Team Leader (or Branch Service Manager) and TSG.  
Escalations are progressed to our Technical Consultants and Technical Architects, who are field-based nationally, and able to provide advanced remote and on-site support where required. This may include, but is not limited to, in-depth analysis of the issue, incident re-creation, fix or workaround resolutions and escalations to product development and/or 3<sup>rd</sup> party development where applicable.
- **Level 4 Support** – On occasion TSG may need to escalate issues further. Our Systems Development & Integration Team [consisting of a Systems Development & Integration Manager, and Technical Architect(s)], can complete full IT environment re-creation, and they have escalation routes to our European and/or Global Head Offices, if truly required. Reactive visits may occur to resolve the issue here.

TSG Consultants are typically assigned specific products to support. This focus allows them become the experts, ensuring that they can provide the most accurate information for their specialised product. They take full ownership of issues escalated to them, and lessons learned are made available as technical bulletins on our internal *Knova* support portal, and as part of technical seminars and meetings. Where appropriate, these are also incorporated into technical training plans, which the technical teams undergo as part of their formal training and developments.

Before issues can be escalated to the next level, all technical criteria must have been met. Upon resolution, the outcomes will be passed back to the Service Team Leader and then filtered to the teams, thus ensuring the loop is closed. Technical bulletins may then be raised as aforementioned.

#### **Re-Occurring Faults**

Konica Minolta strives for 100% customer satisfaction, responding to our customers' needs and meeting their requirements is of paramount importance.

Any machine that has a service call placed within ten days of a previous service call is automatically subject to the following escalation procedure.

Each time a service call is received, in relation to the same item of equipment, the escalation procedure is automatically triggered a stage higher, involving Service Team Leads through to Product Specialists who have access to a worldwide support network, including Research and Development, Design, and Manufacturing.

All escalations elicit a formal response with the aim of resolving all problems within the agreed SLA timeframes.

Escalation Level	Action
1	Technician to investigate problem. Technician to liaise with the customer.
2	Technician to investigate problem. Escalated to Team Leader. Technician/Team Leader to liaise with the customer.
3	Team Leader to check and investigate problem. Escalated to Branch Service Manager. Team Leader/Field Branch service Manager to liaise with the customer.
4	Team Leader and Branch Service Manager to investigate. Problem escalated to Product Specialist. Branch Service Manager/Product Specialist to liaise with the customer.
5	Team Leader, Branch Service Manager and Product Specialist to investigate problem. Branch Service Manager/Area Manager/Product Specialist to liaise with the customer.

As part of our monthly and quarterly reviews, a traffic light issues log will be introduced that will allow us to review areas of underperformance, and set action plans and timescales for resolution that will cover the relevant areas, such as: hardware service, software and billing. There are two direct escalation elements to our service:

- Direct escalation to resolve issues that can be escalated directly to the Account Manager, Software Manager or Hardware Service Manager.
- An escalation route directly to the head of service to ensure we can minimise and resolve issues. Our Managers have a timed contractual obligation to return the call and resolve the issue as outlined.

#### Fleet Management – Remote Monitoring

Konica Minolta's remote monitoring module provides

Any problem detected is reported by the remote monitoring module so that our service centre knows about it before the customer even detect it.

With the remote monitoring module, users benefit from outstanding levels of device monitoring. Using bidirectional communication channels, the bizhub devices proactively make contact with the Konica Minolta service organisation, which in turn can pull latest status information from connected devices. The remote connection relays all relevant system data in real time, advising the service side early on of routine maintenance or any other required intervention, for instance to rectify a technical problem.

The remote monitoring module concept is Konica Minolta's guarantee for maximised system availability. Downtime of output devices can be minimised, productivity enhanced and routine maintenance planned in accordance with users' work schedules.

#### Automated Services:

- **Direct counter reading:** This function automatically relays all relevant data, including volume readings.
- **Automated consumables ordering:** The supply management ensures timely delivery of consumables in the exact required quantities.

#### Device Settings:

- **Service menus:** Remote settings are possible for selected service menus.
- **Remote firmware update:** This can be organised remotely from the service centre; the visit of a service engineer is not necessary.

#### Key Features:

[REDACTED]

**Key Benefits:**

- Direct transmission of any technical problem from the output device to the service organisation makes time-consuming service calls superfluous
- Due to automated logistics, regular checking and ordering of consumables is no longer necessary
- Taking counter readings and forwarding them to the Konica Minolta service becomes a thing of the past
- Detailed analysis and direct transmission of any output device's problem to determine whether the fault can be rectified remotely or an onsite service is required
- Precise advance information reduces the need for follow-up visits
- Intelligent on-time delivery of consumables for optimised work efficiency
- Longer life expectancy of the output device due to immediate problem recognition
- Optional e-mail service to keep the customer informed about all administrative activities

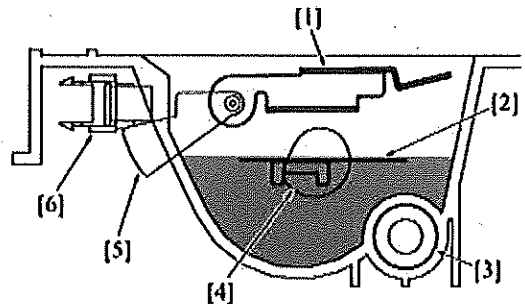
The remote monitoring module provides complete service and complete security and works only with data from the machine's operation and control memory and has no contact with data in the image memory, image processor or hard disk.

**Consumables Ordering, Delivery and Usage**

**Consumables Re-Ordering Thresholds**

Our remote monitoring system will automatically notify Konica Minolta of any consumable replenishments. As part of our pro-active account management and associated 'Account Review Meetings', we will discuss whether or not the customer is satisfied with the consumables buffer stock and automated consumable management, and adjust these to meet customer requirements where necessary.

The following image and information illustrate the proposed device thresholds for toner alerts, which are monitored by the Konica Minolta service organisation, where we will prompt the appropriate action, ensuring the customer is kept updated throughout the process.



- [1] Detection plate
- [2] Toner agitating blade
- [3] Toner conveying screw
- [4] Cam (operatively connected to toner agitating blade shaft)
- [5] Actuator
- [6] Toner empty sensor

**1. Toner near-empty detection:**

- The toner empty sensor for each colour is used to determine the amount of toner still available for use in the toner hopper.
- The cam that is mounted coaxially with the detection plate moves up and down depending on the remaining amount of the toner; thus, the toner empty sensor detects the condition.

[REDACTED] is then prompted to perform the toner empty control.

**2. Toner near-empty detection timing:**

- The toner replenishing control is started when the drive of the toner supply motor is started.
- The output of the toner empty sensor is monitored for a pre-determined period of time.
- If the toner empty sensor is turned ON from the OFF state during the pre-determined period of time, the

machine determines that the "toner hopper runs out of toner (or there is only a small amount of toner left in the toner hopper)" and increments the near empty counter by one.

- o If the toner empty sensor remains OFF, the machine determines that "toner is still available for use in the toner hopper", and re-sets the near-empty counter to zero.
- o [REDACTED] or more through the fore-going operations repeatedly performed, the machine determines that the toner hopper is in a toner near-empty condition and gives the message "Toner is low. Replace when indicated" on the control panel.

### 3. Toner near-empty display:

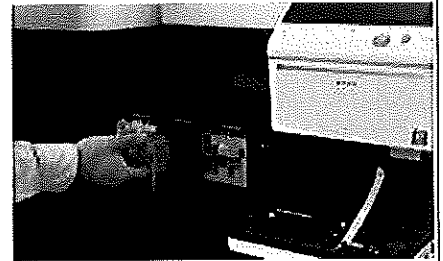
- The warning screen to be displayed when a toner near-empty is detected can be enabled or disabled in the "System 2/ Unit Change" in the Service Mode.
- When the warning screen display is set to "Yes", the message notifying the user that the toner cartridge needs replacing soon is displayed (i.e. "Toner is low. Replace when indicated").
- Printing can be continued even after the message appears.
- When the warning screen display is set to "No", the message notifying the user that the toner cartridge needs replacing soon is not displayed. Printing can be continued without having the message displayed.

### Consumables Delivery

Konica Minolta manages consumables through our warehouse, providing an excellent service allowing for "day-one order, day-two delivery", provided the order is placed before 5pm.

Over [REDACTED] products are stocked, and stock levels are based around forecast, seasonal variations, Machines in the Field (MIF) and 6-monthly averages.

Konica Minolta utilises 'Interlink Express' for the delivery of consumables. Toner etc. is dispatched to reach the customer within [REDACTED] hours of the original request being placed, either through our remote monitoring system, or manually from the customer via telephone, e-mail, or the Konica Minolta website. Konica Minolta's computerised service and control systems, combined with Interlink Express' tracking service, allow us track individual requirements constantly, from receipt of order to final delivery. Key personnel within the customer's sites will be notified automatically prior to the arrival of the replacement.



We can also issue a suitable amount of spare toner stocks to be held at the customer site, if this is required. In conjunction with our automated toner monitoring and ordering tools, this should mean that toner outages do not occur, as we will constantly replace shelf stock in time with toner swap-outs.

Following our *User Maintenance* training (which covers user intervention, including paper jams, waste toner box replacement, toner and other consumables ordering and replacements, and basic trouble-shooting), The customers users will be able to replace consumables themselves.

### Preventative Maintenance and Service Schedules

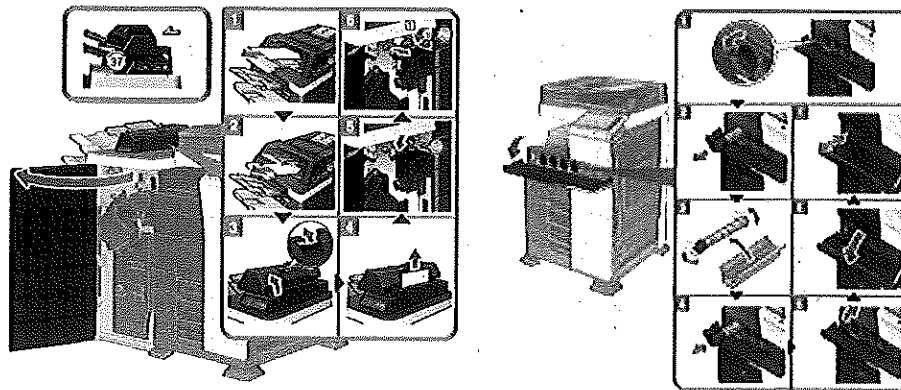
All Konica Minolta devices play an active role in their service lifecycle, utilising a preventative maintenance scheduling ranging from [REDACTED] prints dependent on the model type. To make the service call quick and efficient, each model has a specific maintenance kit, which is fitted at these intervals.

Planned service intervals on mid- to high-volume products are often specifically set and tailored to meet clients' needs, dependent on their volume and installed environment, factored on their usage.

Our devices use Customer Replacement Unit (CRU) technology, which in effect means that the machine is serviced as it is being utilised. Each replacement unit is designed to be easily inserted by a trained end user as simply as fitting a toner cartridge, meaning the device does not require any lengthy periods of down time to maintain its quality or reliability.

The MFD control panel provides on-screen help to guide operators through each replacement, offering clear

and easy-to-understand animated "walk through" illustrated instructions to replace units.



The customer will be provided with a stock of CRUs on installation of the device and our remote monitoring system will send automated requests for replenishment, and replacement units will be despatched to site ensuring the customer always have a spare.

When the specific preventative maintenance threshold is reached, our connected devices alert the service centre automatically through our remote monitoring system, allowing us to be proactive in our approach to scheduling and predicting when maintenance will be required. Users are also informed via the operation panel, prompting the end user to call for routine maintenance; our device may also be set to e-mail a nominated key operator or designated internal IT desk.

Calls for support are set at █% of their normal useful life cycle, allowing plenty of time for Konica Minolta to schedule a Preventative Maintenance call at a time that's convenient for the customer workflow. Once a request is generated, the required items will be dispatched automatically to the site, and our local service team will contact the end user to schedule the visit.



**4. MANAGED PRINT SOLUTIONS (Section Weighting 15%)**

**4.1. Managed Print Service Provision (Weighting 60%)**

As part of a further competition, Contractors may be asked to provide a Managed Print Service solution for this Framework Agreement to suit individual Framework Public Body's requirements. This may include, but not be limited to, the following provisions:

- Financial Analysis
- Assessment;
- Recommendations and Proposed Solutions for Improvements;
- Hardware and Software Solutions;
- Implementation of Agreed Solutions and their Management;
- Management of TUPE;
- Facilities Management;
- Total Asset Management; and
- Total Print Management

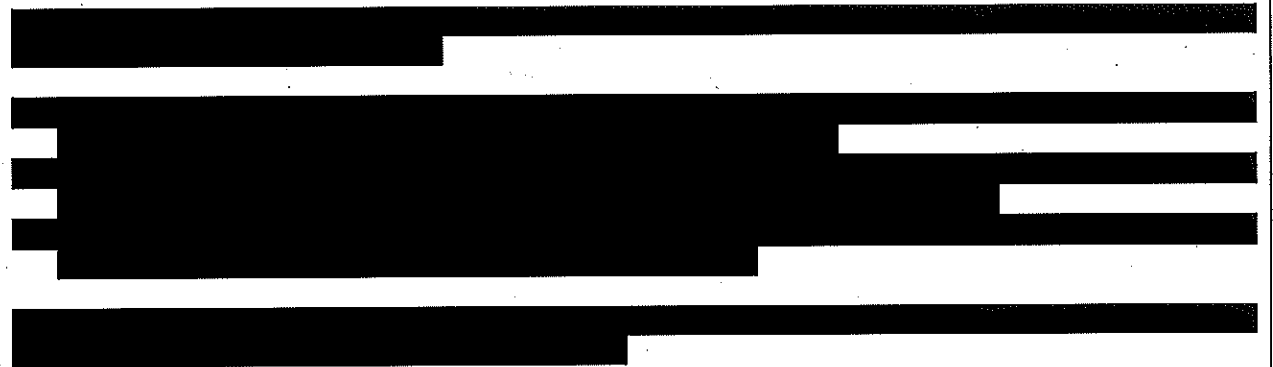
Contractors should detail their approach to Managed Print Services from assessment of need to solution, implementation, delivery, benefits and exit. Contractors must detail their ability to deliver a tailored service and modular approach to meet a Framework Public Body's requirements. Please detail any limitations to the provision of a Managed Print Solution and where there are any additional costs, these costs should be detailed in the document *ITT – Schedule 2 (Pricing) – Principal Catalogue: Rates – Office Equipment*.

**Response:**

Konica Minolta confirms we will provide MPS solutions to suit individual customers on the Scottish Government (the Authority) Framework. At Konica Minolta, we call this comprehensive partnership Optimised Print Services (OPS).



**Konica Minoltas Approach to Managed Print Services**



OPS Model

Redacted diagram

Our specialist teams are qualified, and work to recognised industry standards such as Lean Six-Sigma Green Belt, PRINCE2, Project Plus, and ITIL. In addition, they undergo various other technical and non-technical training, such as health & safety, customer awareness, developing people skills, client confidentiality, and confidence building to better support and understand our client needs. They also receive regular one-to-one performance reviews to ensure their on-going development and continual service delivery improvement.

**Consult**

**Due Diligence Overview**

Prior to any implementation of devices and/or OPS, Konica Minolta carries out due diligence by means of [REDACTED]





Konica Minolta's OPS Print + Process Audit Team is an integral part of the Management Consulting offering. The Business Consultants in this team are qualified in the disciplines of Lean Six-Sigma, AIIM, PRINCE2 and ITIL and employ these disciplines to address [REDACTED]

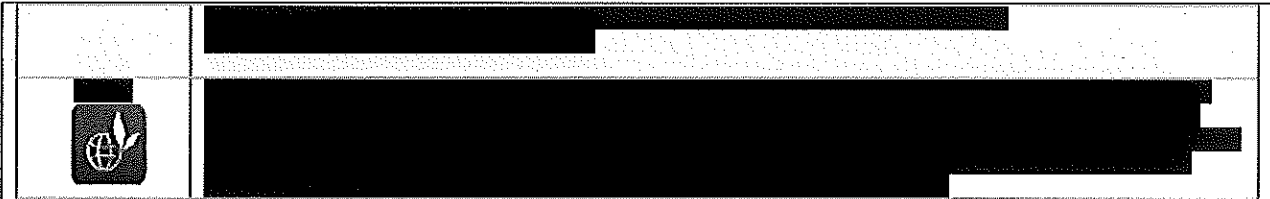
So as to ensure a through and comprehensive understanding of the 'as is' current situation from which a robust and reasoned 'to be' future proposal may then be drafted, [REDACTED]

[REDACTED]

**Assessment & Design – Audit**

In keeping with customers' likely requirements and aspirations, the consultancy has certain objectives such as [REDACTED]. The scope may also be expanded to [REDACTED]

Target	Detail
	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]



The OPS process is a continuous cycle of

### Capture

- Ability to map device location and conduct user interviews.

### Analyse

### Optimise

It is specifically because of OPS, with its end-to-end approach of supporting customers through

### Redacted diagram

Volumetric data can be gathered from the customers' fleet by means of the  
or even a combination of these. Whichever option is preferred will be determined within the

meeting. This will enable Konica Minolta to forecast

Such feedback gathering may be by means of discussions being held with key stakeholders to understand user requirements; it may also be by means of an more convenient to them. Whichever the option, the overall aim is to gain a better understanding of both

Post-audit the Business Consultant will design the new print estate and report on other recommendations, the aim being to optimise the fleet

Governing principles are:

Reduce:

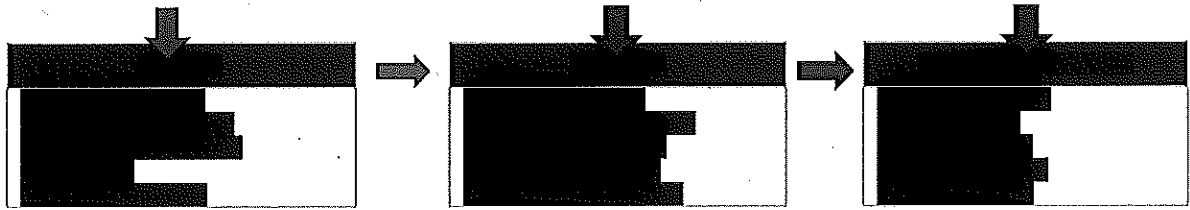
Thereafter, and once any installation has been completed,

Utilising the

'as is' data of the report in association with print management and monitoring tools such as This may mean further installations, moves and changes but all will be in accordance with the customers' aims and needs – not all of which will be envisaged by either party at this stage – in which case constant support and a flexible approach will be vital.

#### Implementation of the Agreed Proposal/Solutions, and its Management

Konica Minolta has a dedicated Project Management Office (PMO), with an established process for managing our projects. Our current project methodology is based on extensive experience, as well as best practice, including PRINCE2 methodology. The following illustration gives an overview of our Project Management methodology:



A Project Manager will be allocated to the customer contract, who will be responsible for all activity overseeing the analysis and design stages, to initiation, through installation and project closure. They will co-ordinate and plan the installation, ensuring agreed deadlines are met, thus minimising downtime during the transition. They are the single contact point during the implementation, and the first call for all project-related escalations. The Project Managers activities include:

[REDACTED]

The activities of the Project Manager are supported by PRINCE2 project management methodology and an extensive set of project management tools, ensuring that the roll out preparation, site surveys, individual proposals and implementations, delivery, installation and customer training, all take place to pre-agreed conditions, and aligned in all sites if required.

### Implementation Project Plan

Konica Minolta will manage the deployment of devices and solutions according to the agreed implementation project plan, which will be put in place in order to facilitate the transition, with Konica Minolta taking full ownership of this on behalf of the customer. Special consideration will be taken, as part of the planning phase, to ensure minimal disruption to the customer. Planning will be done for each location, including special considerations that may require bespoke installation times; the important factor here is that Konica Minolta is happy to be as flexible as possible.

We will work with each customer and its existing providers, to co-ordinate removal of existing devices with the installation of the new devices, so that old devices are removed as we install the new equipment, ensuring there is no breakdown of service during transition.

Specific planning sessions, together with the customer and their existing providers, will ensure all aspects and requirements are covered. The Konica Minolta Project Manager will manage all internal resources to ensure the customer is only working with one interface that can quickly address any issue that might occur. The Project Manager will be the main contact during the implementation, and it will be their responsibility to co-ordinate and plan the installation of the machines and software being implemented at the customer premises, ensuring that all our departments are geared to meet the agreed deadlines.

Following contract award, and once we have established the full scope of the customers exact requirements (e.g. following due diligence and scoping requirements), Konica Minolta will develop, in close co-operation with the customer, a comprehensive and agreed final project schedule based on the complete scope of the project as part of the Project Initiation.

A full Statement of Works (SoW) will be provided as part of the initial planning stage, Konica Minolta will work with the customer to define the requirements, develop the required schedules, and get commitments from all sides (The customer, Konica Minolta, and its existing providers) in order to achieve the defined objectives.

Our approach is to start with a planning phase, where we will work together with the customer and the existing

providers, to develop an optimal project schedule that meets urgent and longer term needs. We will do this by identifying the sites or areas where an urgent swap-out is required, and at the same time ensuring that we have enough time to provide an optimal solution.

We will create a detailed plan for the implementation, which will have clearly defined activities and timelines, and will be adjusted over time to align with the customers own timeframes, and we will confirm the associated Project Management resource requirement for the confirmed scope.

Konica Minolta regularly manages implementation projects with challenging timelines, and will work closely with each Framework customer to understand the requirements of each site, and its specific installation date. In addition, we can work with existing providers in their management of the outgoing services to ensure a smooth transition period, and allow the customer to take full benefit of the existing assets and infrastructure. This will allow customers to replace fleet and implement new services at the optimal time to maximise ROI and value of existing assets.

### Implementation Project

The implementation project will include:

- **Project Initiation** – As part of our mobilisation best practice, as soon as we have notification of the customers intent to proceed with Konica Minolta, we will look to arrange a full project meeting with the customer. Typically, we will look to allocate project owners from Konica Minolta who will form our team and be able to interact at the correct level within the customer. Specific activities include:

[REDACTED]

- **Change Management** – This process aims at ensuring that the users and other key stakeholders have a good understanding of the purpose, and a positive view regarding of the project from the start. Konica Minolta can work with the customer to inform and prepare users of upcoming changes, and thus minimise any resistance to change, or confusion around it. There are a number of activities and tools that can be used. For example:

[REDACTED]

Konica Minolta regards communication and engagement with end users as critical to project success. The Change Management activities would start early as part of the initiation phase. "Communication champions" will be sought from the customer to act as internal ambassadors for the project. There could also be user forums that encourage questions and feedback to the project team. This will ensure any concerns and queries are picked up quickly. Examples of Change Management activities include:

[REDACTED]

[REDACTED]

Change Management activities will be discussed and agreed as part of the project initiation phase, and would highlight:

- [REDACTED]
- **Audit Phase** – As part of the customers plan to implement a new print solution, the locations will have been visited as per our mutually agreed project plan, and site surveys and risk assessments carried out, to ensure we can deliver items on time.
  - **Hardware and Software User Acceptance Testing (UAT)** – In support of the project, we can provide testing requirements, including via proof-of-concept (PoC), ensuring we are well placed to meet or better the go live date. We will also support testing and sign-off of any agreed software model applications, and will provide the necessary onsite resource to support customer-testing objectives/criteria. Konica Minolta has a strict and controlled process that applies for all installations, including PoCs. This includes a Statement of Requirements (SoR), which allows for the capture of detailed requirements, and will ensure that both the customer and Konica Minolta have full understanding of the expectations that are required from the proposed solution. We are happy to work with each customer for specific UAT processes and procedures should the customer wish for us to work to any pre-set conditions, and we can incorporate that into our documentation. This ensures that we have a full understanding of what has been agreed and provided, and provides a valuable document to our Service Desk for any future support issues that may be arise.
  - **Handover** – Once the implementation project phase is completed and the contract becomes BAU, the Project Manager will 'hand over' to the Account Management and Service Delivery teams, who will become responsible for all operation activity relating to the delivery of the contract, including service level management, capacity management, contingency planning, availability & cost management, service operation, and continual service improvement.

#### **Deployment – Roll-out Plan for Hardware and Software**

In terms of the main device deployment itself, Konica Minolta will provide the customer with realistic timescales for delivery. No deliveries will take place outside of defined working hours unless otherwise mutually agreed. The main milestone activities that will occur during the installation are explained below, and these cover the planning, execution, closure and transition to the business-as-usual (BAU) phase:

- **Site Analysis and Collation of Site Information** – Site surveys / risk assessments and information gathering, to establish device locations, access and security requirements, ensuring consideration of all workflow areas. [REDACTED]  
[REDACTED] The customer can also provide specific server/device configuration and installation information with the appropriate signed order form.
- **Pre-Installation Planning** – This is primarily discussed with the main day-to-day contact at the site(s), and is the co-ordination of the complete logistical installation of new equipment. We are completely flexible to handle the installation whenever it best suits the customer needs.  
We will ensure that all departments within Konica Minolta are geared up to achieve the delivery times that are set, and will organise a complete delivery and installation schedule of all machines. We will make full contact with all key customer [REDACTED] before installation, and then again the day before installation, to confirm arrangements.

- **Pre-Delivery Inspection (PDIs)** – Rigorous, full-functionality, and fit-for-purpose testing in our warehouses, prior to device deliveries. Devices are run and tested in all modes (copy, print, scan, warm-up, sleep, stand-by and energy-save), and configured to specification requirements, with accessories fitted and tested. Additionally, where software forms part of the solution, preliminary settings are carried out, such as fitting card readers, which are then tested to ensure full functionality. We also configure IP addresses using information from the PRANG form. This will ensure that the on-site implementation activities are completed quickly and efficiently, as the bulk of the preparations will be completed at our warehouse beforehand; thus minimising disruption and/or loss of service.
- **Co-ordination of Installations** – We will manage our internal departments, ensuring deadlines and agreed installation times are fully met. We will flag-up any special requirements to the Konica Minolta Transport and Service teams, ensuring sufficient level of resources will be available to match the delivery and installation schedule agreed. Although all arrangements will be made within working hours, and aligned with the customers own timeframes, we can arrange bespoke installation times, if required.
- **Co-ordination with the Customer and/or its Ex-Suppliers, and Removal of Existing Devices** – We will work with the customer and its existing providers to co-ordinate removal of existing devices with the installation of the new devices, so that old devices are removed as we install the new equipment, ensuring there is no breakdown of service during transition.  
Subject to an agreement with the customer and/or the current supplier, Konica Minolta can support the removal and handover of end-of-life devices, which are no longer fit-for-purpose, under our Waste Electrical and Electronic Equipment (WEEE) Directive. This will be done in line with an agreed project plan and BAU requirements, when we deliver new devices to a site.
- **Delivery and Equipment Set-Up** – Konica Minolta will contact the customer prior to delivery (products, services or consumables) to agree delivery, date, time, location and access details. Our own delivery and installation teams will install the equipment as per the agreed delivery schedule. All machines will be delivered to the machine locations that have been specified. At this point a fully trained Konica Minolta engineer will be on site to set up the machine, configure all the appropriate accessories, connect to the power source and network (if and where required), and carry out tests to ensure it is in working order (as part of our PDIs, all machines will be fully configured and tested prior to dispatch, to ensure full functionality, and that they are fit for purpose). After set up by the engineer, and once the customer are happy that the machine is fit for purpose, it will normally be expected that the sign-off procedure for equipment acceptance is completed at this point.
- **Packaging Disposal** – Konica Minolta will be responsible for the disposal of supplies and packaging when it delivers equipment to a site. The bulk of device packaging is already removed for the PDI, prior to device delivery, and only minimal protective covering is used during the delivery and installation. Once a machine has been installed, all packaging materials will be removed from site and returned to our warehouse for recycling.
- **Roll-Out of Training** – Full product (hardware, and software where applicable) training will be conducted soon after installation. We will arrange with the dedicated on-site contact as part of the implementation plan, and re-confirm the arrangements with device delivery; the important factor here is that Konica Minolta is happy to be as flexible as possible. Engineers can provide Installation Training (“Blue Button” training for basic device operations) from the point of install; in addition, Quick Guide Booklets and Manuals are supplied with devices.
- **Satisfaction Surveys** – Upon delivery and installation, Konica Minolta will ensure that the customer is satisfied with the delivery, installation and general condition of the product ordered. We will ensure that all instructions, operating manuals and a logbook for repairs are delivered with the products. Satisfaction surveys will be conducted once all the machines have been installed and all end users have been trained to ensure that there is a complete understanding and appreciation of the service that has been received to date. Dependent on the circumstances and the customer preference, these can be performed by telephone, or by post / e-mailed documentation. These surveys are designed to ensure that Konica Minolta has performed in every aspect and met customer expectations. It is envisaged that the results of these surveys are presented at the Post Installation Review Meeting.
- **Post-Installation Review Meetings** – These meetings will be held within a suitable time period after the



initial installation of the machines, to review the installation process and notice any areas that require any further attention. This meeting will be conducted by the relevant implementation project team members, and used as a platform to manage and schedule further account reviews and additional meetings that may be required.

**Risk and Mitigations**

Konica Minolta has extensive experience of managing large deployments of this type. Our Project Managers will work with each customer to understand all requirements and translate them into a realistic plan. The key contingency is to plan the project in detail before commencement of any deployments. Our experience shows that a well-planned project, with realistic timelines from the start, is the best way to avoid disappointment and delays.

There are a number of specific contingencies that can be put in place as part of the plan:

[Redacted text block]

[Redacted text block]

[Redacted]	[Redacted]
[Redacted]	[Redacted]
[Redacted]	[Redacted]
[Redacted]	[Redacted]
[Redacted]	[Redacted]
[Redacted]	[Redacted]

### Implementation Project Reporting

Konica Minolta will use its established project management approach to ensure all stakeholders are kept up to date, and issues and risks are shared and documented. The following table details the various tools, techniques and communication approaches used during the project phase:

[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]

### Deliverables and Benefits of the Konica Minolta Project Management Approach

- **Transparent Approach** – we will develop realistic plans from the start, indicating what is possible and when.
- **Predictable Outcome** – we will manage the projects from start to finish.
- **Time Saving** – less need for re-planning and re-work.
- **Easy To Understand** – pragmatic approach based on established principles.
- **Best Practice** – used in many projects and continuously improving.
- **Single Point of Contact** – all project related communication through the Project Manager.
- **Escalation Paths** – reduces confusion and finds solutions efficiently.
- **Decision Points** – relevant information available at right times.
- **Adaptable Approach** – if the customer has specific process requirements we can adjust our processes in

most cases.

- **Change Request Management** – if the customers scope changes, we can adjust the project accordingly through an established process.
- **Define Risks from Start** – we use our methodology to identify risks.
- **Continuous Risk Management** – throughout the project.

#### **Expected Resource Involvement from the Customer**

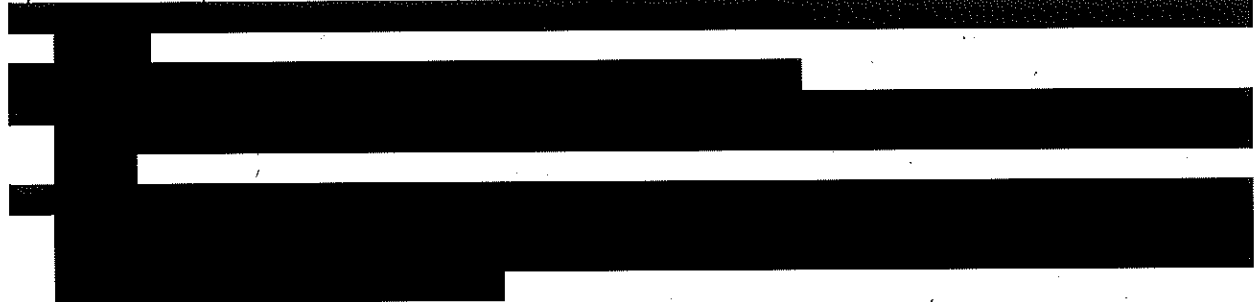
Konica Minolta will take full ownership of the implementation on the customers' behalf, and to allow this, our proposed approach to deliver the service will require access to customer resources to deliver the key stages of the project.

The two key project participants are the customer Project Manager and the Konica Minolta Project Manager. They will manage and co-ordinate all resources on respective sides, to ensure the agreed project schedule and deliverables are managed successfully.

The following is an outline of the customer Project Manager's responsibilities:

- Appointment of further customer project assignments.
- Work closely with Konica Minolta's Project Manager, providing advice as appropriate.
- Accountable and responsible for all operational decisions within the customer organisation.
- To be the main escalation point for the customer's internal issues.
- Management of customer plans and schedules.
- Management of the customers 3<sup>rd</sup> party IT outsourcing suppliers and their milestone plans, if applicable.
- Communication & documentation within the customer organisation.
- Issue management, escalation and resolution with Konica Minolta.

Specific tasks required of the customer (via the customer Project Manager) include:



#### **Management of the Agreed Proposal/Solution**

Throughout the term of the contract, every customer will have access to Konica Minolta's ISO 20000 accredited service provision.

Konica Minolta is the only organisation in our Industry with its UK service practises accredited to the ISO 20000 standard – a service management system (SMS) standard specifying the requirements for the design, transition, delivery and improvement of services to fulfil agreed service requirements, providing:



- A controlled, consistent, high quality delivery of services, both within Konica Minolta and to our customers.
- Demonstration of our commitment to upholding a reliable service and infrastructure.
- Leveraging a proven set of best practices.
- Enhanced customer confidence and satisfaction.
- Together with our ITIL processes, recognising our commitment to Continual Improvement.

**BS ISO/IEC 20000 – 1 Service Management System**

### Redacted diagram

Konica-Minolta will provide every customer with a comprehensive maintenance service for the equipment we supply, ensuring that machines deliver maximum performance and uptimes with trouble free and continuous use.

The following is included in the service provision:

- Free delivery, installation and connection to the network
- Removal of packaging and waste
- Free hardware user training, as defined within the agreed proposed scope
- All parts, toner, staples and other consumables (excluding paper)
- Agreed KPIs / SLAs, including an average onsite response time of 4-working hours (2-working hours for very-high-volume Production Print Devices)
- Preventative maintenance visits
- Breakdown maintenance – all service defect call outs and labour costs
- Support and maintenance of multi-vendor products
- Maintenance for any free-of-charge software
- Free firmware upgrades
- Direct from the manufacturer service
- Hotline telephone support, with remote and network support
- Hardware maintenance/support is available for the length of the contract.

### Manage

A key component of our proposal to our customers is the provision of a dedicated Service Delivery Manager (SDM) and the application of our service delivery approach; and once the implementation project phase is completed and the contract becomes BAU, the Project Manager will 'handover' to the SDM, who will become responsible for all operational activity relating to the delivery of the contract, including service level management, capacity management, contingency planning, availability & cost management, service operation, and continual service improvement.

The SDM will be the pivotal role in ensure pro-active operational delivery of the contract. We believe Service Delivery and Operational Account Management is the mechanism that is critical to deliver and exceed customer expectations. Typically, this approach covers the support of hardware, software and all services covered within the contract.

The SDM will provide the operational point of contact for customers, acting as a facilitator for all other Konica Minolta functions. Among their key responsibilities will be:

- Provide Continual Service improvement throughout the duration of the contract lifecycle.
- Ensure there is a clear process in place for measuring SLAs & KPIs.
- Provide accurate and timely Management Information Reports.
- Ownership of formal Monthly & Quarterly Business review meetings.
- Identify & implement Service Improvement Plans.
- Introduce Innovation & incremental service lines.
- Measure customer satisfaction.
- Ensure all contracts operate efficiently and strive for continuous optimisation.
- Work with the central billing team to ensure accurate and timely invoices.
- Take personal accountability for closing all outstanding issues.
- Provide Business Continuity Planning (BCP).

The following diagram illustrates the overview Contract Account Management Structure, giving the personnel role involvement, particularly for the BAU stage.

### Redacted diagram

Best Practice – ITIL

Our Service Delivery programme will provide best in class Operational and Contractual Management by implementing and establishing a robust set of ITIL best practices, designed to deliver a reliable enhanced support service and Operational Excellence to customers.



Service Delivery defines the People, Processes and Technology used to successfully manage and deliver contractual obligations. A Service Delivery plan will be created and agreed between Konica Minolta and the customer, which will be bespoke to the individual needs and requirements of each customer account. To address the common problems found in most organisations, the operational team will focus on core ITIL best practices, which include:

- Strategy
- Design
- Transition
- Operations
- Continuous Service Improvement

The Operational and BAU phase of Service Delivery will typically concentrate on Capacity Management, Availability Management, Device Utilisation and Asset Management. These are fundamentals in demonstrating tangible value within the customer environment. The Service Delivery processes will assist in defining how to measure service results with meaningful metrics and using these metrics to drive continuous service improvement.

#### **Service Delivery Management**

Whilst the specific Service Delivery Plan will be finalised during the due diligence and project phases, the following are the key stages and objectives that will be delivered by the dedicated SDM within the Service Delivery lifecycle:

##### **Stage 1 – Deliver Operational Excellence – Business in Control:**

- Provide a consistent & reliable customer experience
- The ability to support and integrate with a variety of different operating systems
- Evidence attainment of Key Performance Indicators and SLA
- Customer Relationship Management
- Become the single point of contact for all operational activity
- Management Information (MI) reviewed in monthly and quarterly business reviews
- Asset Management which will include a full detailed inventory of all devices which is updated regularly with the correct configuration, location and status of the devices
- The ability to support and integrate with various accounting and document management systems and to offer bespoke/off the shelf software relevant to the use and monitoring of devices.
- Understand commercial mechanics

##### **Stage 2 – Deliver Mutual Value – Stabilise:**

- Optimise device utilisation across the entire fleet and respond to local specific requirements for each customer
- Cost reduction strategies
- Issue resolution, including route cause analysis
- Debt management

##### **Stage 3 – Account Retention – Improve:**

- Build trust with customers and stakeholders
- Consistent approach across all locations & regions
- Build credibility with key stakeholders
- Knowledge – Understand customer critical business drivers
- Reliability

##### **Stage 4 – Identify Mutually Beneficial New Services – Innovate:**

- Support new bid opportunities

- Pre-sales engagement
- Account Manager support
- Build resilient Statement of Works documentation
- Conversant with all Konica Minolta solutions

**Stage 5 – Continuous Service Improvement:**

[Redacted]

[Redacted]

[Redacted]

[Redacted]

**Management of TUPE**

As part of delivering a Managed Print Service, Konica Minolta is able to provide customers with TUPE Management. Our Human Resources (HR) Consultants have years of experience of managing employee transfers and have handled the TUPE process for many businesses. Recently, as part of our contract win at West Lothian Council, we TUPE'd across relevant personnel to enable us deliver the contract requirements.

Konica Minolta knows that communication is key to a successful TUPE transfer. Once it has been established that TUPE Transfer applies a Communication plan and timetable will be set up. The key to the message that is to be delivered is clear and consistent on all contractual and benefits related issues, and on the TUPE process.

Correctly implemented, a TUPE transfer can have very positive effects for customers, Konica Minolta and the employees in terms of improved service and personal development through training and operational improvements.

However, we believe a realistic approach to employee's attitudes must be taken in account. The transfer to any new organisation is unsettling and Konica Minolta feels it is best to acknowledge this in communications and consultations with Employee's, taking a personal approach to the individual employee's involved to address their concerns and build their trust commitment going forward.

Konica Minolta have a proposed process for the TUPE Transfer, to demonstrate our commitment to the client, but more importantly to the employee's to conduct an effective and comprehensive communication and consultation plans during the TUPE process. This commitment will be the same to the customer.

### Designing and managing an effective TUPE process

During the TUPE Transfer process, Konica Minolta will lead and advise on the consultation and actions to be taken ensure an effective process for the transfer of employee's. The following table shows the typical process we recommended and follow. The timescales can only be inserted once there is a formal agreement or contract has been signed.

Activity or Stage	Additional Comment or Explanation
Formal Notice of Award of Contract:	
Agree Project Teams: Client and Konica Minolta Leaders and resources	
Project Kick Off meeting	Planning between Konica Minolta and [Company]
Agree Project Management Plan (PMP) for entire TUPE process and Service Implementation	Konica Minolta generated plan to manage the entire implementation programme, pre- and post staff transfer.
<p>The assessment of the scope of service and the staff that will be affected.</p> <p>Konica Minolta submits formal request for full HR due diligence to Client for in-scope staff</p>	<p>Need to have full job descriptions, list of duties and responsibilities to be able to make this assessment of those employee in scope for transfer.</p> <p>The is a full diligence list or requirements.</p>
<p>Draft communications plans: ensure that [Company] and Konica Minolta's presentations are:</p> <p>Full TUPE Transfer process and regulations will be followed.</p> <p>i). If communication is going to be via Union Representative.            ii). If there is going to be elections of a staff representative.            iii). If all communication is going to be done directly with employee's</p> <p>There will be a aligned and a consistent message.</p>	
<p>There will be introductory meetings between [Company] and Konica Minolta operational Leaders</p>	Konica Minolta Regional Operations Leaders to meet with [Company] and incumbent supplier's counterparts
<p>Finalise communications plan agreed by the [Company]/ Konica Minolta the message that will be presented, the locations and attendees at each client location.</p> <p>This is a formal meeting to deliver the message that the Scope of Service is being outsourced:</p> <p>All employees would be affected and would need to be a formally business announcement.</p> <p>Konica Minolta submits formal request for full HR due diligence to incumbents.</p>	
<p>Communication to Employee's by the [Company] &amp; Konica Minolta: presentations to both parties at all sites. Details of the full communication plan for the logistic and run through for consistent message, Communication would be first with TUPE Transfer staff first and followed by the Konica Minolta.</p> <p>Note: Communication to Suppliers of the incumbent must be done as soon as possible after the communication with the Transferee employee's.</p>	
<p>TUPE Process, to have a 30 day's consultation period minimum for under 20 TUPE Transfer if it numbers are higher than that consultation will move to 60 – 90 days and would need to have staff representative elected.</p> <p>i). during the consultation period, full details that was given in the diligences will be checked.            ii). During the consultation period, an assessment to confirm the scope of services that has been transferred.            iii) Assessment if there are any role reduction or the scope of service has been absorbed.            iv) TUPE transfer and at risk redundancy consultation can be run concurrently.</p>	<p>It is part of the legal requirement to have a minimum 30-day's consultation period. This will be longer if the numbers of effected staff are more than 20.</p> <p>It is a legal requirement if there are union representatives we have to consultant with them as soon as possible when the contract has been signed for the transfer of the scope of services.</p>

Weekly Project Team updates: meeting or conference calls	Between Konica Minolta and [Company] project teams
If there is any outstanding diligence information required, this would need to be supplied no less than 28 days before the agreed start day of the contract.	We should have all the relevant as part of the original documentation and diligence.
Contract start date: Staff transfer.	

**Konica Minolta's Approach to TUPE Transfer.**

It is the approach and aim of Konica Minolta for when a TUPE Transfer process is required to be done that it has a project plan with clear set out guidelines and ownership, ensuring that all the relevant information requirement is received in a timely manner this would then enable the TUPE Transfer to be a smooth as possible.

**Step 1 | Minimum 30 days Consultation Period**

As soon as the formal contract has been awarded and signed. There will be agreed go alive date that would allow for the appropriate consultation period for the numbers of employee's that are in scope and will be affected by the transfer of the scope of services. There will be a formal communication plan that is jointly delivered to the agreed affected employee's This meeting will be presented as the start of the formal consultation period starting. From that meeting individual 1-2-1 meeting will be arrangement on a weekly basis with the affected employees' (if it is a Union representative or staff representative the follow up meeting with be arranged with them).

There needs to be a formal invite letter to each of the individuals for the first and subsequent following meetings at each of these meetings they will have a right to have a representative in attendance. This will be by their choice. If the process is being followed via a Staff Representative or a Union Representative the invite letters will need to be sent to them.

Within the consultation period and meeting over that period of time is where the individuals can discuss any concerns or issues that is relevant to them. Can discuss the personal details and confirm that all the information that has be supplied is correct and accurate. To confirm the full understanding of their roles and responsibilities are as supplied as part of the diligence process. These meeting are to assure the affected employees will not be disadvantaged in any way.

**Step 2 | Liaising with [Company] on Staff Contracts**

During the consultation period we would work with [Company] and the diligence information that was supplied to identify the full extent of the employment contracts of the employee's benefits and do a comparison

Once the comparison has been completed a matrix will highlight any areas of difference, then a measurement letter will be present to the (Company) as to how the alignment is going to work going forward. Once this has be agreed by both, this will be presented to the individuals (Staff Presentative or Union Representative if applicable)

**Step 3 | Formal Konica Minolta Contracts Issued**

Once the consultation period and at the final meeting has been concluded on the start date (go alive date) would issue addendum to contract letter to each of the employee's i.e.

There are some keys points that should be covered as part of the discussion in the consultation period:

- Staff retain continuous employment rights
- All terms and conditions of the existing contract will remain unchanged as part of the TUPE Transfer
- Pay, holiday and sickness terms remain unchanged
- Wherever possible staff will get directly comparable benefits
- Where benefits cannot be matched (e.g. if staff currently participate in a final salary pension scheme) details will be given of what Konica Minolta will provide by way of alternative and any options Konica Minolta is giving staff to waive benefits and take gross pay equivalents or to be bought out.

These details will be outlined in the addendum to contract letter benefits details and employee handbooks and excess to all other policies and procedures.

**Step 4 | Addressing Staff Concerns**

During the consultation period Konica Minolta staff experienced in handling TUPE transfers will maintain



regular contact with the Employee's, addressing any questions they may have. There will be many questions, and while some may seem trivial, they are not to those that ask them. Employees must have the opportunity to ask these questions, and to allow this weekly one-on-one meetings take place until all queries are resolved. Ultimately, the objective is for employee is to feel comfortable to sign their new contracts with Konica Minolta and feel engaged.

**Step 5 | Giving staff the opportunity to meet other Konica Minolta staff who have transferred under TUPE**

Although Konica Minolta's formal communication is key, often the most successful part of the communication comes from the opportunity for TUPE transferring Employees to meet other Konica Minolta staff to understand what are business objectives are and where we are heading for the future and what that all means to them as individuals.

**Step 6 | Day of Transfer**

[REDACTED]

[REDACTED]

**Facilities Management:**

Konica Minolta's approach to Facility Management covers assessment, implementation of a solution, delivery and ongoing added value. Our Facilities Management service encompasses multiple disciplines to ensure functionality of the built environment by integrating people, place, process and technology.

The Core Competencies of Konica Minolta's Facility Management service, includes:

- Communication
- Emergency Preparedness and Business Continuity
- Environmental Sustainability
- Finance and Business
- Human Resources
- Leadership and Strategy
- Operations and Maintenance
- Project Management
- Quality and compliance
- Real Estate and Property Management
- Technology and infrastructure

Our Facilities Management department has responsibilities for the day-to-day running of customer buildings, and would be one of the key players in regards to Business Continuity Planning should it be necessary to move the business to a recovery site.

Our approach would be to implant a Facilities Manager at a customer location to manage the strategies and policies for our customers and end-users; to help them understand the potential impact of their decisions on

the provision of space, services, cost and business risk. Operationally, this also ensures a corporate and cost effective environment for the occupants to function.

Typically, our Facilities Management service would include a Help desk, which may be used to book meeting rooms, car parking spaces, and many other services.

#### **Total Asset Management:**

Our Total Asset Management contracts provide comprehensive maintenance for a whole facility, and can manage performance, including capital replacement, for a fixed price over an agreed period of time.

Konica Minolta has an innovative business solution that combines our expertise in facility management, asset management, lifecycle management and energy management into a single, long-term, fixed-price contract for both new and existing facilities. Because of our ability to transfer risk and provide a long-term vision of asset management, Konica Minolta contracts are advantageous for our public customers.

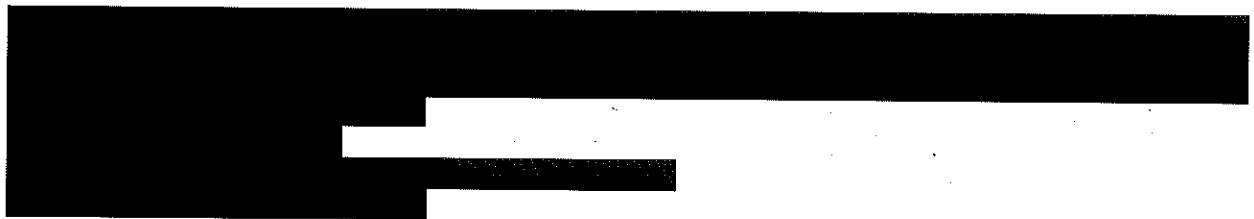
We use a variety of practices and principles within our Total Asset Management Service. Our approach includes:

- Life Cycle management
- Cost-Effective Management Strategies
- Defined Level of Service
- Demand Management
- Risk Management
- Sustainable Use of Physical Resources
- Continuous Improvement

#### **Total Print Management:**

Konica Minolta, in conjunction with our partner Charterhouse, are recognised as a market leading print management company. 75% of Charterhouse's business is managing marketing print; the key categories that we manage are as follows:

- Point of sale
- General marketing print
- Direct mail
- Merchandise
- Operational print (excluding transactional mail)
- Secondary packaging



Konica Minolta are able to offer customers on-site or off-site total print management. Typically, the activities managed consist of:

- Consolidate and purchase our clients print spend
- Supply dedicated account managers per account
- Off site, or on site within clients premises
- Audit print spend and identify savings
- Tender, manage and deliver projects
- Incumbent suppliers taken on
- Transparent and flexible approach

Stakeholder benefits:

- Greater control of production spend

- Typical savings - Year one 15%, year two 8%, year three 3%
- Efficiency of account management freeing client time
- Total visibility of the supply-chain
- Removal of financial risk associated with print purchasing
- Savings and management information reporting

Marketing benefits:

- Improved control of budgets
- Ability to innovate in production with direct access to print experts versus a typical agency relationship
- Greater speed to market through direct route to production
- ISO brand and colour control across all products
- Allows Marketing to continue with agency relationships and change those relationships if required
- Ability to look at true integrated marketing campaigns

Responsibilities within the Konica Minolta Print Management Service:

- Creative
- Strategy
- Planning
- Creative
- Scamps
- Copy
- Media plan
- Media spec

Marketing Trans-creation:

- Design
- Master artwork
- Build
- Versioning
- Adaptation
- Localisation
- Data bureau
- Automation

Production:

- Print
- Merchandising
- Email
- Online
- Outdoor
- Permanent POS
- Direct Mail

Purchasing Model:

- Hybrid Purchasing - Centralised
- Category Management
- Material
- Production expertise; Direct Mail, Point of Sale, Commercial Print
- Logistics, Warehousing and Fulfilment
- Supplier Management
- Supplier audits and approval
- Supplier Performance Management
- Quality Management – Supply-chain
- ISO standards for quality and the environment
- Colour management standards
- Central opportunities

- **Managed Content Services –** [REDACTED]

- **Hybrid Mail Services –** [REDACTED]

- **Document Management Services –** [REDACTED]

- **Hosted Print Services –** [REDACTED]

Please see our responses to Question 4.3, where we have provided further information on Managed Content Services, Hybrid Mail Services, and Document Management Services, as per the Authority's request.

Additional information on Hosted Print Services has been provided in our response to Question 5.3 to meet the requirement.

#### 4.2. Legacy Equipment (Weighting 40%)

Contractors may be required, as part of delivering a Managed Print Service solution, to provide a management option to support and maintain legacy products (multi-vendor products) which are deployed across a Framework Public Body's estate. The option to manage legacy products will be at the request of the Framework Public Body. Contractors will be required to act as the primary contact even if there is a need to sub-contract the support of legacy products. As part of this process, there may be a requirement for a validated asset list of the Framework Public Body's legacy products to be maintained with reports being produced on these products.

Contractors should provide details on how they will manage legacy products as part of a Managed Print Solution. This should describe how the Contractor would manage a request from a Framework Public Body to utilise an existing sub-contractor already working with a Framework Public Body where the Contractor does not already have an existing sub-contracting relationship.

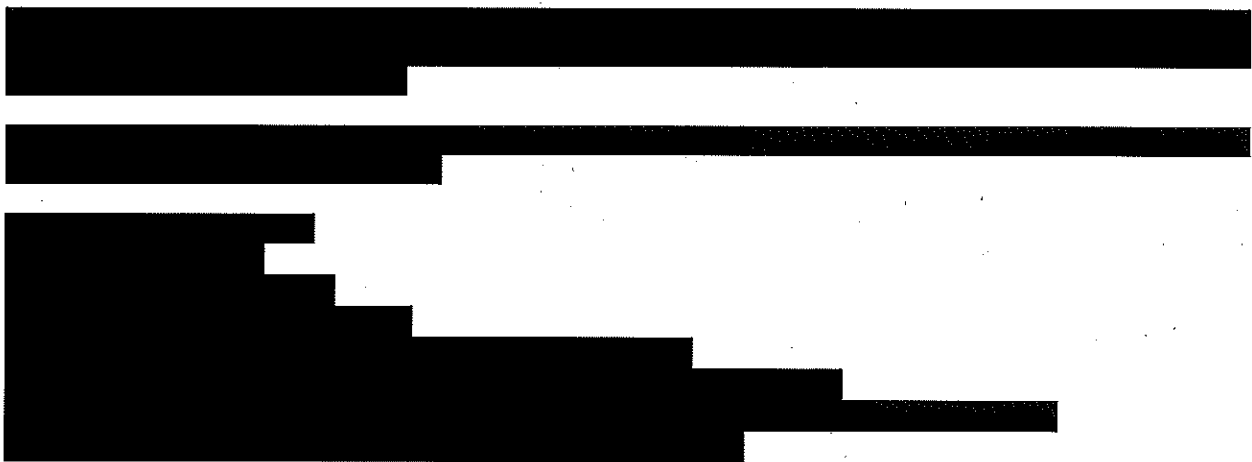
#### Response:

Konica Minolta confirms we can provide a management option to support and maintain legacy products (multi-vendor products) which are deployed across a customers' estate. Through our Optimised Print Solution offering (OPS) PrintFleet toolset (a Data Collector Agent (DCA) that automatically collects all meter and volumetric data across the fleet), we have the ability to provide support and maintenance for multivendor products. Our system will deliver a full management backbone, which will control all aspects of the contracted services.

Konica Minolta has a great deal of experience in managing 3rd party devices and we have a flexible and adaptable approach to managing 3rd party legacy devices. As part of Konica Minolta's OPS strategy and with the provision of dedicated Service Delivery Management we will pro-actively work on delivering cost savings and business process improvement initiatives throughout the contract lifecycle. This will be achieved by first understanding the baseline processes and costs, through a print assessment capturing the relevant information from all legacy devices.

Where existing contracts are in place, we offer a 3rd party Vendor Management service, part of our ISO 20000-1 accredited service desk, to maintain and monitor all equipment, volume and associated costs for both legacy and new devices. Konica Minolta will act as the primary contact for all the legacy devices even if there is a need to subcontract the support.

The process employed will vary depending upon current situation, solution to be deployed and specific rollout requirements as determined by customer business practices. Legacy and new devices will be included in an agreed print policy. The future print policy will be designed to deliver the most appropriate physical and digital document environment and ensure the optimisation of the fleet, including all legacy devices.



We can offer a range of commercial models depending on requirements, and full inventory management that will include the maintenance of a full-validated asset list.

In order to ensure a smooth transition, Konica Minolta provides a single point of contact service delivery model from 'day one' for all current (legacy) and any future print hardware, software and consumables; which will:

- Novate the current contracts and services to Konica Minolta, and we will then manage the relationship, SLAs and services through the supplier(s) in question. Konica Minolta will manage this entire process within its pre-sales delivery process.
- Take complete ownership of the legacy estate to meet all service requirements, ensuring seamless integration with the Konica Minolta services for the overall solution. We will manage the entire process, presenting a single point of contact to the customer.

These processes can form part of the transition stage, or indeed can be part of the final solution going forward if it presents itself as the most efficient and cost effective route. These processes will be dove-tailed into the implementation plans as set out in the Konica Minolta PDW and SoW documents, and will be project managed by the same Konica Minolta team and process structure.

Our Asset Management tool fully supports all 3<sup>rd</sup> party devices for remote monitoring and management, consumables management, integration with our ERP, and a full incident management process.

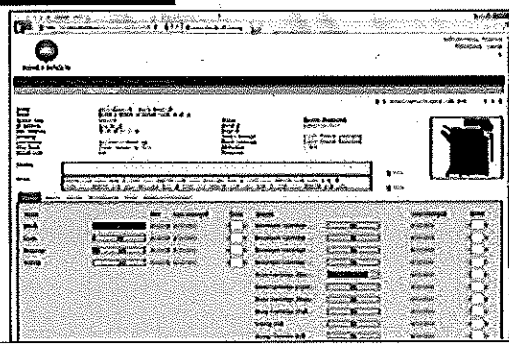
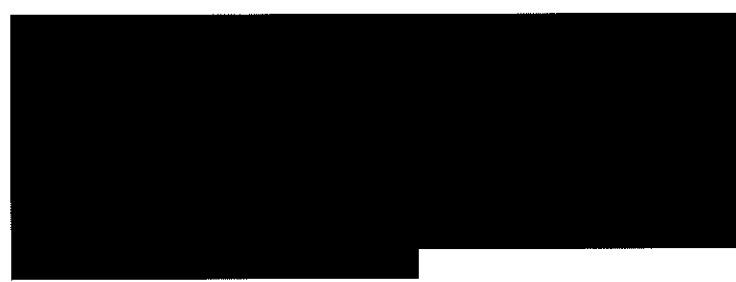
Service Delivery Management will closely monitor the 3<sup>rd</sup> party estate to control costs for both parties, and ensure the print environment is maximising any investment, whilst also ensuring that devices are cost effective for all parties.

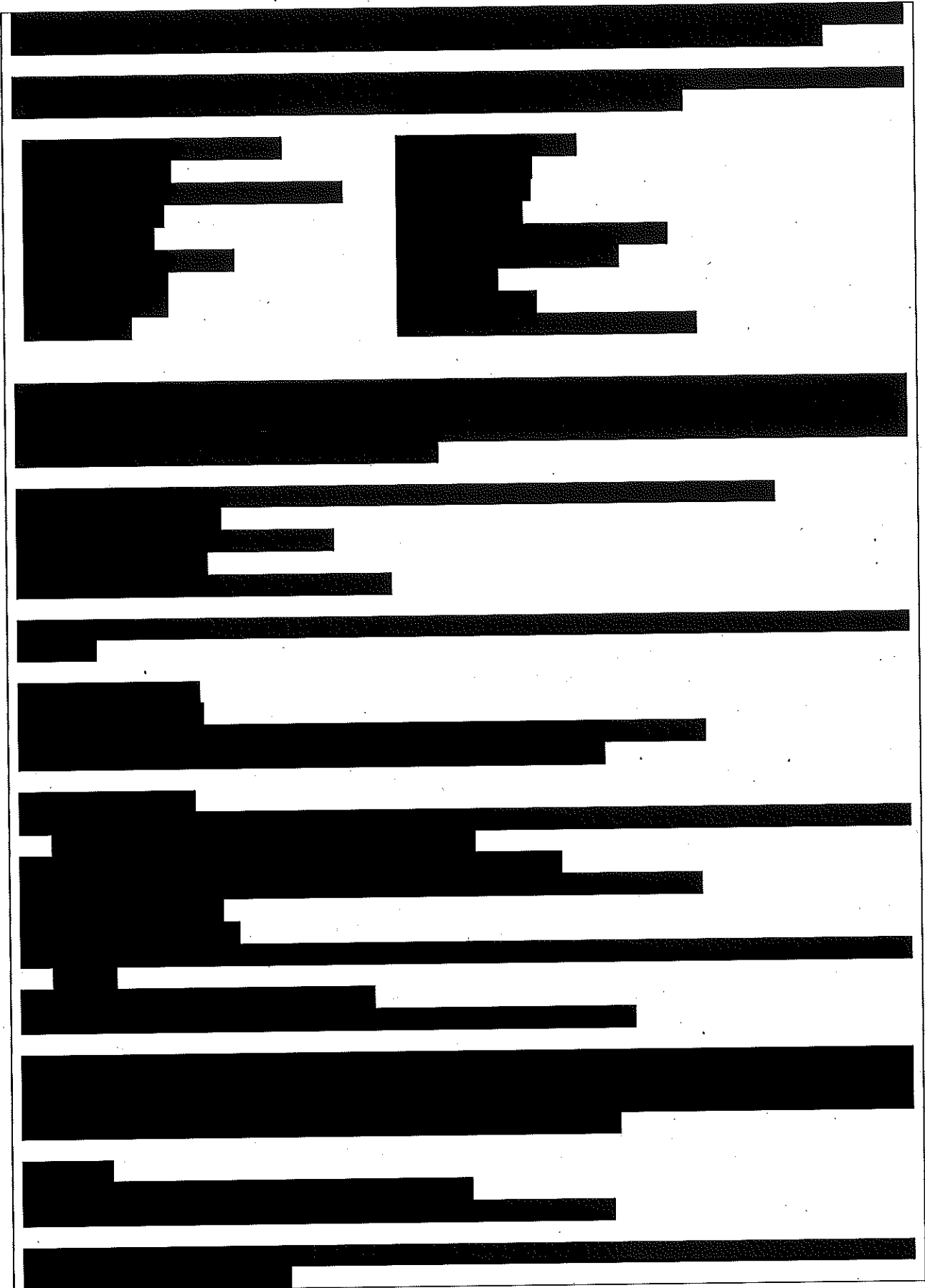
Our Lean Six Sigma practising Business Consultants will work with the customer on the Service Strategy, Service Design, Service Transition and Service Operation, to deliver a service based on Operational Excellence, covering the full lifecycle of any print related device, whether Konica Minolta branded or not.

**Optimised Print Services Toolset**



Icon	Status Interpretation
	OK
	Caution (for supplies, Low Toner)
	Warning (for supplies, Out of Toner)
	Stale (data has not been collected from the device for 24 hours)
	Unknown (data is not available from the device or not supported by Print tool)





[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

[REDACTED]

[REDACTED]



#### 4.3. Non-mandatory MPS Requirements (0% weighting)

Contractors should confirm any of the non-mandatory MPS requirements described in the document *ITT – Schedule 1a (SoR & KPIs) – Office Equipment* in the table below (by double-clicking the box and selecting 'Checked') for the Services that can be provided:

Service	
Managed Content Service	<input checked="" type="checkbox"/>
Hybrid Mail	<input checked="" type="checkbox"/>
Document Management Services	<input checked="" type="checkbox"/>

Contractors should use this response to provide a summary of the non-mandatory MPS requirements they can provide. Contractors can also provide an overview of any additional MPS services not included above, but which they can provide, where they feel the inclusion of these services would add value to the Framework.

The response should take cognisance of changing work practices in the corporate print environment.

#### Response:

Konica Minolta confirms it can provide the non-mandatory MPS requirements described in the document *ITT – Schedule 1a (SoR & KPIs) – Office Equipment*. Konica Minolta is a business services provider, whilst understanding that our core focus is around the provision of hardware, software and associated Managed Services – we also provide a range of business services such as, but not limited to;

#### Managed Content Services & Information Management Services

We have a highly experienced and skilled Information Management Services division capable of providing expertise around Document & Content Management, Records Management, Security & Compliance, Intelligent Capture & Archiving and vertical solutions such as Accounts Payable and Invoice Processing etc.



#### Records Management



Konica Minolta understands the requirements, responsibilities, and accountability in managing an organisation's information assets.

Solutions can be enterprise-wide or departmental classification schemes allowing the:

- Retention & Disposition Rules
- Security and access controls
- Digital rights Management
- Information sharing
- Findability

#### Marketing Print Management & Managed Marketing Services





## **Creative Services**



## **Presentation Services**



## **Mail & Post Room Services**

We take an integrated approach to the delivery of these services, developed over 45 years. During mobilisation, the processes for both elements are reviewed with opportunities to simplify and streamline, identified and taken. Staff are cross trained to deliver both sets of services throughout the day, adding further resilience to the operation. Our Service Delivery proposition will support customers in reducing print and design spend with external suppliers, centralising print services through the on-site facility. The operation will include an additional tier of support through our partners Reprographics branch network, offering bespoke design and print support, and further capacity.

Our approach covers all forms of digital printing and other technologies such as Inkjet, Wide Format etc. and can cover a range of in-line or off-line finishing functionalities to ensure we can meet the business demands of every customer in a turnaround time agreeable to all.

Through a careful analysis of customer operational requirements, our aim is to develop a clear impression of the average volumes and associated peaks and troughs that will occur throughout the contract period. This will enable us to design an appropriate installation, allow set up costs to be moderated and help to deliver optimum business benefits through precise operational planning.

## **Hybrid Mail**

We can provide Hybrid Mail services, covering printing through to logistics to ensure our customers can take full advantage of Down Stream Access mail benefits regardless of the volume of mail items. This gives customers the ability for bulk mail printing and fulfilment to help reduce the costs of stationary, printing, franking or stamps and the manual process of printing and inserting into envelopes. As a fully outsourced off- site model, this can provide significant financial savings as well as allowing customers to optimise and focus the productivity of employees into value add tasks.

## **Document Management**

Konica Minolta has a powerful portfolio of document capture, document management and workflow products that can tightly integrate with existing systems and can help to streamline existing business processes. These document management systems are scalable providing the facility to be implemented into a department and rolled out across the customer organisation when required.

**Digitising of fax**

We will investigate the replacement of a traditional fax environment where analogue fax units and fax boards on MFD's are replaced by a centralised server based fax solution. This reduces the number of fax lines required, amount of printed fax, fax enables all networked MFD's without the additional expense of adding fax units, increases fax security to assist in security compliance and provides a full audit trail with archiving potential to all faxes.

**SMS Solution**

We can provide cloud based bi-directional SMS solution offering simple and effective communication methods to organisation's internal and external customers.

**5. SECURITY & SOLUTIONS (Section Weighting 15%)**

**5.1. Security (Weighting 60%)**

The Contractor and the Framework Public Body must agree on who is responsible for the disposal of any data. Due to the sensitive nature of data, there may be organisations whose IT policy dictates that, in the event of a fault, devices containing writeable media should not be removed from the premises. Contractors must provide details of any procedures in place for dealing with situations of this type, including end of life or lease.

Contractors must provide an appropriate methodology describing the process and any documentation provided to the Framework Public Body in order to ensure that security of data and information during disposal will be achieved.

Contractors should describe how they propose to provide remote access to Framework Public Bodies networked products installed as part of this Framework Agreement. This should be through appropriate security firewalls as advised by the Framework Public Body and should ensuring the highest levels of data protection at all times.

Contractors should describe how they will work with Framework Public Bodies to mitigate security risks generated by office equipment. This should include how they would secure and manage their proposed print infrastructure from a device management perspective, ensuring that devices remain secure throughout the duration of the contract.

Contractors should include a road map for future innovation in relation to security solutions for imaging and printing devices.

**Response:**

**HDD Decommissioning**

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