I-VMS SERVICE & SUPPORT PACK

Fulcrum Maritime Systems

|  |  |  |
| --- | --- | --- |
| **Supporting Information Categories** | **Supporting Information Category - Description Details** | **Supplier response** |
| **Company Details** | A brief overview of your organisation for the Fisher, including contact details and experience. | Fulcrum is a subsidiary of CLS group, which is the worldwide leader in monitoring, control, and surveillance solutions for fisheries activities. CLS equips +10 000 vessels with VMS transmitters and logbooks and has been working for many years with small scale fishermen to design a new transmitter dedicated to this range of fleet: NEMO. |
| **Device Provision** | An outline of the process for the Fisher to procure the device.  It may be useful to the Fisher if you'd include typical lead times; From ordering the device to installation; and, From device installation to operation, when the Fisher would expect to be able to Fish compliantly. | The device can be bought directly from our website on <https://fulcrum-maritime.groupcls.com> or over the telephone on 01708 488400 option 4.  Fulcrum will deliver the device directly to the customer and will liaise with the customer on available dates for install.  The delivery time of the Nemo units should be around 2-3 days after order and installation will be arranged as soon as practical and possible.  Installation should take only approximately 1 hour and the device will be immediately ready for use. |
| **Device Costs** | An important element to the Fishers is the cost of the device. For illustration purposes it may support them in their decision-making process if you would be able to provide a matrix of device indicative costs, including identifying the characteristics of the device. An example matrix is provided below for your convenience and use if required. (Device Costs - Example Matrix) | Matrix below |
| **Warranties /Guarantees and Service Support** | The industry and the Fishers are very interested in understanding the reliability of the device 'in the field'.  It would be informative to them and useful in their decision process if you would be able to provide some details around the service and support options that may be available to them, together with associated indicative costs.  Again, an example matrix is provided below for your convenience and use if required. (*Warranties /Guarantees and Service Support - Example Matrix*) | Matrix below |
| **Implementation Rollout** | It may be useful to the fishers for them to understand whether you have the capacity and ability currently, or how you would increase this, to meet the rollout schedule provided? | Fulcrum has sufficient stock in the UK for the current fleet. |
|  | To support the fishers it is useful for them to understand the areas of the English coastline where you are able to provide devices and support.  Appreciating that the Fishers may be located at ports, harbours, inlets and beaches, please feel free to provide as much detail as you feel may be appropriate to support the Fishers decision process. | Our main installer operates from 14 depots around the UK.   Fraserburgh  Aberdeen  Glasgow  Eyemouth  Liverpool  Bristol  Newlyn  Plymouth  Southampton  Chelmsford  Lowestoft  Hull  Newcastle  Kilkeel  Their engineers are travelling to many other ports 7 days a week.  We also have many other installers all around the country and can use those for, locality, convenience, capacity or customer preference. |
|  | Would you provide the areas of the English coastline where you would primarily be interested in servicing? | All UK coastline |
|  | Would you provide the areas of the English coastline which would be of secondary interest to you in servicing? | Not applicable |
|  | Would there be any areas of the English coastline that you may not wish to service? | Not applicable |
|  | It may help to reassure the Fishers if they were to understand how you would propose to manage to supply, install and commission their device if the demand for your devices is greater than expected? | CLS has been involved in similar projects in the past and present that require a similar number of installations or delivery time. In order to ensure the same capacity for this project, a large stock of products has been established in the UK and sufficient stock is available from head office to replenish as the rollout progresses. |
| **Data Assurance** | The data collected is commercially sensitive and therefore industry and Fishers are very interested in your ability to protect their data.  It would be informative to them for you to provide details regarding the provision of security for your hardware and I.T. services and data assurance and in the event of a data security breach how this would be managed and what action would be taken. | Fulcrum will comply with the procedures and regulations in force concerning data security and protection. Fulcrum has ISO 9001 and ISO 27001 certification and is UK Cyber Essentials accredited.  The NEMO beacon has been designed to transmit information in a secure and encrypted manner (AES 256 and XOR standard) and the entire transmission chain is fully secured up to the MMO control centre. In the event that a loss or leakage of information should occur the authority as well as the fisherman in question would be contacted and a resolution procedure would be proposed. |

**Device suitability**

|  |  |
| --- | --- |
| Vessel with on-board mains power? (Y/N) | YES |
| Vessel without on-board mains power? (Y/N) | YES |

|  |  |
| --- | --- |
| Device Indicative Cost | Packages from £875 + VAT |
| Indicative Running Costs | Packages from £10 + VAT (per month) |
| Indicative Spares and Costs | £0 |
| Indicative Consumables and Costs | None |
| Other Costs - Please identify | Standard installation – included. |

|  |  |  |
| --- | --- | --- |
| Device Reliability | Examples of success and failure rates may be useful here. | failure rates: < 2 % |
|  | Examples of common failures and rectifications may be useful here. | Device inactivity after long periods of no use. Cured by reactivation with the supplied magnet (uncommon but possible) |
|  | An indication of 'typical fault to fix' times would be useful. | Remote (over the air) fix – same day  NEMO replacement – same day to 2/3 days according to urgency. |
| Warranties and Guarantees | It would be useful if you could provide details of any warranties and guarantees, together with time periods, response times and indicative costs, perhaps also including any costs that may be incurred outside of the warranty periods. | 2 year warranty included. Upgrade to 5 year warranty available with enhanced airtime package.  Installers keep a small number of devices at their depots for immediate replacement if necessary |