

I-VMS SERVICE & SUPPORT PACK

CLS UK Ltd

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.	<p>CLS UK 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.</p> <p>CLS UK has been installing and supporting Nemo devices in the UK since February 2022 and we currently have over 1500 active devices. Our support team are available on nemo@groupcls.com and 01708 788400 option 4</p>
Device Provision	<p>An outline of the process for the Fisher to procure the device.</p> <p>It may be useful to the Fisher if you'd include typical lead times;</p> <p>From ordering the device to installation; and,</p> <p>From device installation to operation, when the Fisher would expect to be able to Fish compliantly.</p>	<p>The device can be bought directly from our website on https://uk.groupcls.com (follow the Nemo IVMS link) or over the telephone on 01708 488400 option 4.</p> <p>CLS UK will deliver the device directly to the customer and will liaise with the customer on available dates for install.</p> <p>The delivery time of the Nemo units should be around 2-3 days after order, and we will work with the customer to find the most suitable installation company nearest to them.</p> <p>Installation should take only approximately 1- 2 hours and the device will be immediately ready for use.</p>
Device Costs	<p>An important element to the Fishers is the cost of the device.</p> <p>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.</p> <p>An example matrix is provided below for your convenience and use if required. (Device Costs - Example Matrix)</p>	Matrix below

<p>Warranties /Guarantees and Service Support</p>	<p>The industry and the Fishers are very interested in understanding the reliability of the device 'in the field'.</p> <p>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.</p> <p>Again, an example matrix is provided below for your convenience and use if required. (<i>Warranties /Guarantees and Service Support - Example Matrix</i>)</p>	<p>Matrix below</p>
<p>Implementati on Rollout</p>	<p>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?</p> <p>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.</p> <p>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.</p> <p>Would you provide the areas of the English coastline where you would primarily be interested in servicing?</p> <p>Would you provide the areas of the English coastline which would be of secondary interest to you in servicing?</p> <p>Would there be any areas of the English coastline that you may not wish to service?</p>	<p>CLS UK has sufficient stock in the UK for the current fleet.</p> <p>We have over 30 installation companies, many with multiple depots, all around the UK.</p> <p>In the first instance, we would ask the fisher to contact CLS UK on nemo@groupcls.com or 01708 788400 option 4 for any purchasing or support queries.</p> <p>All UK coastline</p> <p>Not applicable</p> <p>Not applicable</p>

	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	<p>The data collected is commercially sensitive and therefore industry and Fishers are very interested in your ability to protect their data.</p> <p>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.</p>	<p>CLS UK will comply with the procedures and regulations in force concerning data security and protection. CLS UK has ISO 9001 and ISO 27001 certification and is UK Cyber Essentials accredited.</p> <p>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.</p>

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 £565 + VAT (correct at 10/06/2026)
Indicative Running Costs	£10 + VAT (airtime - per month) (correct at 10/06/2026)
Indicative Spares and Costs	£0
Indicative Consumables and Costs	None
Other Costs - Please identify	

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.	Long periods of inactivity and battery depletion can mean the device needs a reset to restart reporting. Holding down the red button and placing the magnet on the vertical scored line at the front left of the Nemo for 10 seconds will trigger a reset and full reboot, often resuming reporting.

	An indication of 'typical fault to fix' times would be useful.	<p>Remote (over the air) or reset fix – same day</p> <p>NEMO replacement – same day to 2/3 days according to urgency.</p> <p>Repairs (limited) 2/3 days from receipt of device at CLS UK offices</p>
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.	<p>1 year warranty included.</p> <p>Installers keep a small number of devices at their depots for immediate replacement if necessary.</p> <p>Some repairs are possible</p>