

Public Sector Framework Guide for Customers

June 2015

An overview of all Public Sector Frameworks Insight is accredited on and how we can support you with your IT purchasing.

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Also available to all UCISA members.

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Also available to all CPC members.	
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UK Public Sector Procurement rules and thresholds

The EU procurement Directives, implemented into UK law by The Public Contracts Regulations 2006, apply to the award of contracts by Public Bodies. The EU procurement rules apply whenever a purchase by a Public Body of a Part A (IT goods and services) service exceeds the minimum financial thresholds set by legislation – currently £113,057 for Central Government and NHS and £172,514 for Police, Local government and Education organisations. For requirements under these thresholds Public Bodies should still ensure that proper competition is conducted in line with their constitutional requirements.

Overview of Frameworks:

Framework arrangements are set up by Public Sector bodies (often called Public Buying Organisations (PBO's) with suppliers to provide goods and services according to certain requirements, e.g. price, quality and quantity. Frameworks can be arranged by one Public Body for either itself or a number of other Public Bodies.

Those bodies that are part to the Framework can then order (or 'call off') the goods and services when required. If there is more than one supplier, then a mini-competition may be held to identify the best supplier.

Benefits:

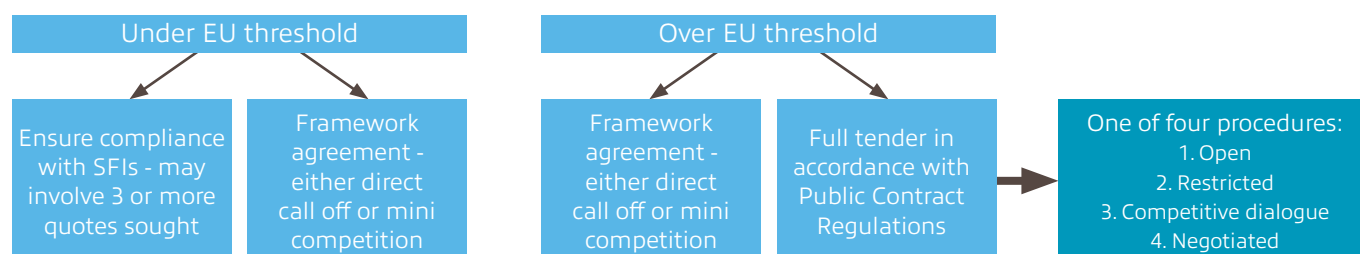
The main benefit of using a Framework is that when a Public Sector organisation, 'calls off' or runs a mini-competition from the Framework, they will not have to go through the full procedural steps in the EU Directives. The process is then typically much quicker after the initial Framework has been awarded.

Typically, where it is clear which supplier under a Framework agreement can best meet a Public Sector organisations needs, they can access that supplier directly, but if a mini-competition is required, all capable suppliers under the Framework must be invited to tender.

There are over 43 Public Buying Organisations in the UK creating Frameworks. PBO's can be vertical specific and will let Frameworks with that vertical bias. For instance the Southern Universities Purchasing Consortia creates Frameworks that are specifically for Higher Education establishments. PBO's can also offer Frameworks that are open to all Public Sector bodies.

When spending less than the current threshold Public Bodies may buy off contract or utilise a Framework.

When spending above the threshold Public Bodies can buy via a Framework: or will need to conduct an OJEU procurement via one of four procedures as below:



Each Framework will vary dependant on a number of factors:

- **Who is eligible to use the Framework:** This is specified in the Framework terms and can be anything from a single organisation to a specific set of named customers, a vertical (Health, schools etc) or can incorporate all Public Sector bodies.
- **The goods and services available:** A Framework is broken down into 'Lots'. A 'Lot' can cover anything from a single type of product category (i.e. Tablets, Servers, and Notebooks) right up to the full range of IT goods and services (i.e. all Hardware and software). The 'Lot' description tells you what goods and services can be bought under that 'Lot'.
- **The contract price:** Each Framework will be subject to its own pricing dependant on the contract price agreed at the time the Framework was let.
- The number of suppliers on a Framework (by 'Lot' where applicable)
- Whether the Framework allows for direct award, catalogue order or is a mini competition only Framework
- **Direct Award:** This is where the Framework allows the customer to purchase directly from a supplier within a 'Lot' without going to mini-competition.
- **Catalogue Order:** This is where Frameworks allow for ordering from a catalogue. A catalogue is an electronic list of products that can be accessed via the customer's e-procurement tool. This can be either punch-out or a static upload. The catalogue product list is determined by the contract or customer and can be limited by product, by category or sub category, and can extend to Insight's entire product portfolio.
- **Mini competition:** A mini completion is where a customer goes to further competition by inviting all suppliers within a 'Lot' to respond to a requirement. The customer must invite all capable suppliers (all suppliers awarded the Framework) within the 'Lot' and cannot pick and choose who to invite. Some Frameworks only allow for mini-completion and do not offer the facility for direct award. See Appendix A – Mini-Competitions explained.

Selecting the Correct Framework:

To ensure you purchase through the relevant agreement, this Guide lists all of Insight's current Frameworks and includes the following detail:

- Framework name
- Customers eligible
- 'Lot' descriptions and scope
- Competitors on the Framework by 'Lot'
- Any note worthy terms of the Framework

Mini-Competitions explained

When accessing a multiple supplier Framework agreements Public Sector buyers are required to undertake a further or mini competition to call off from that agreement unless the terms laid down are sufficiently precise to identify VFM (value for money). The aim of this guidance is to explain and simplify the process.

What is a further/mini-competition?

A further/mini competition is a process Public Sector buyers need to carry out to place a call-off contract under a Framework agreement where the best value supplier has not been specified. It allows Public Sector buyers to further refine requirements whilst retaining the benefits offered under the collaborative agreement.

Benefits of doing a further/mini-competition under a Framework agreement:

Speed	<ul style="list-style-type: none"> • Faster and less onerous than a full tender process • No need for a stand still period • No need to assess successful suppliers' capacity and capability to provide your requirements using selection criteria such as financial standing, technical capability, staffing, health and safety, environmental aspects, accreditations etc. – work already done by contracting authority • By providing an EU compliant platform, there is no need to advertise the requirement
Savings	Additional cost savings possible at the further/mini-competition stage, where pricing is not fixed (or is fixed at a maximum level)
Consortia Purchasing	Further/mini-competition will still achieve the benefits of Consortia purchasing
Multiple sourcing	Multiple opportunities for source of supply provide increased choice and competition for Institutions
Refining Requirements	Your exact requirement can be further refined over and above the basic contract terms
Best value	Public Sector buyers can simply focus on achieving best value for money for your specific requirement
Terms and Conditions	The terms and conditions of the agreement will have already been established, so call-offs can just be made in reference to the agreement and its conditions
Compliance to EU Regulations	Ensure Public Sector buyers are adhering to EU Procurement legislation

EU Directives

When awarding call-offs, the full procedural steps of the EU Directives do not need to be applied. However, the EU Treaty-based principles, including equal treatment, transparency and non-discrimination do still apply. Frameworks do not in themselves create any contractual obligations, whereas a call-off does. In placing a call-off contract with a supplier from a Framework, Public Sector buyers will be making a commitment to purchase the specified goods/services from that supplier.

IMPORTANT - Effect of the Remedies Directive

The EU Remedies Directive was implemented into The Public Contracts Regulations on 20 December 2009. The new Directive applies to Frameworks commenced on or after 20 December 2009, and any subsequent further/mini-competitions under that Framework.

Key changes include the requirement that bidders must be notified of the outcome of the further/mini-competition, and that the call-off contract resulting from the further/mini-competition may, if subject to a legal challenge, result in a financial penalty, curtailment of the contract, or in an ineffectiveness order. For call-offs above the EU threshold, and for which the new Directive applies, you could choose to run a voluntary standstill period which would limit the remedies available if challenged to damages only - ineffectiveness would not apply.

Public Sector Buyers must not run a further/mini-competition under a Framework agreement in order to create their own Framework agreement from which they could run further/mini-competitions for call-offs. However, they may decide to conduct a further/mini competition to select a single supplier to service all your requirements over a defined period.

Further/mini-Competition Process Guidance

1. Prepare your Invitation To Quote (ITQ)
2. Issue your ITQ
3. Evaluate responses and select supplier
4. Award

Preparing your ITQ

Public Sector Buyers cannot change the basic terms or specification set out in a Framework agreement. Further/mini-competitions allow you to **refine the basic terms** of the Framework prior to making a call-off.

For example, areas you can refine include:

- Delivery timescales
- Invoicing/payment arrangements
- Associated services, such as installation, maintenance and training
- Quantity
- Functional specification

Under no circumstances should brand names or brand-specific descriptions of goods be used (e.g. Hewlett-Packard printer or BiC Biro pen) (2). Descriptions should give reference to the characteristics and outputs of the product or service. Where no other description is possible, any reference should be qualified by adding the words '**or equivalent**'.

It is very important to use 'input' **OR** 'output' based specification and you should identify one or the other.

Examples of each are given below:

- An 'Output' specification will state the intended result e.g. a clean hospital ward. This has the advantage of leaving the supplier/provider to determine how to execute the requirement and encourages innovation.
- An 'Input' specification will specify what materials/products, labour inputs, timings etc. you must use, e.g. 3 experienced cleaners to use environmentally accredited products to clean a hospital ward from 6.00am to 8.00am, 7 days a week. This method reduces freedom to innovate and bring in alternative or better products than those identified in the ITT.

Using an output based specification enables suppliers to quote for the provision of goods or services that meet your minimum requirements and does not unnecessarily eliminate a supplier that cannot supply the exact brand/manufacture of goods specified. This can also reduce the risk of unnecessarily over-specifying the requirement.

ITQ's should focus on your actual requirement i.e. the goods or service you require, and not selection criteria such as supplier experience, technical capability, location, accreditations etc.

The evaluation criteria, and weighting applied to each, must be notified to the suppliers at this first stage of inviting them to quote.

Insight Framework Matrix

			Public Sector Verticals								
Framework A-Z	Direct Award	Further Comp	Central Gov	NDPD	Defence	Health	Emergency Services	Local Gov	HE / FE	Education	Third Sector
Client Devices Framework (Harrogate)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Crescent Purchasing Consortium (Network)		✓								✓	
Crescent Purchasing Consortium (Software)		✓								✓	
GPSoc Lot 2		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
GPSoc Lot 3		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
HealthTrust Europe - Tablet Framework	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
HealthTrust Europe - Server & Storage Framework	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
National Education Printer Agreement (NEPA)	✓								✓	✓	
National Framework for Wireless, Cabling (Harrogate)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
National Server & Storage Agreement (NSSA)	✓	✓							✓		
NEUPC - Networking Infrastructure Framework		✓							✓		
NEUPC – Data Centre Framework		✓							✓		
NHS Commercial Solutions - Client Devices		✓		✓		✓		✓			✓
NOE CPC - Network Infrastructure Framework		✓				✓					
Pro5 Software	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
RCUK/SBS Storage Agreement	✓	✓	✓	✓	✓	✓	✓	✓	✓		
RM1042 Corporate Software Solutions		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
RM1054 Technology Products	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
RM1058 Technology Services		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
RM1557 G-Cloud	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
SUPC ITRAP	✓	✓							✓		✓
SUPC Software	✓	✓	✓	✓				✓	✓		✓
Transport for London - Reseller Framework		✓		✓				✓			
Value Wales (ITEAS)		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Contract Expiry: 16th January 2012 to 15th January 2015

Contract Extension: 15th January 2016

Customers Eligible:

CPC member Colleges only. Further Education and Sixth Form Colleges can join CPC.

Lot Description And Scope:

- Lot 1 – Servers & Associated Equipment
 - Lot 2 – Enterprise Storage
 - Lot 3 – Backup & Archiving
 - Lot 4 – Networking Equipment & Services
 - Lot 6 – Maintenance, Installation & Support
-

Framework Notes:

Mini-competitions only.

Contract Expiry: 1st August 2014 to 31st July 2017

Contract Extension: 31st July 2018

Customers Eligible:

CPC member Colleges only. Further Education and Sixth Form Colleges can join CPC. This agreement is available to all Academies and Schools.

Lot Description And Scope:

- **Lot 1 – Microsoft**
- **Lot 2 – Adobe**
- **Lot 3 – Off the Shelf Software**
 - Autodesk
 - Acronis
 - Avid
 - Corel
 - Kaspersky
 - Nuance
 - Sophos
 - Symantec
 - VMWare
 - Plus all other software
- **Lot 4 – One Stop Shop**

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Framework Notes:

Mini-competitions only.

Contract Expiry: March 2015

Contract Extension: Usually 12 months with 6 months extension.

- New revision every 8 months
- Two revisions of this Framework valid at a time. Currently 5 and 6.

Customers Eligible:

All Public Sector organisations including:

Central Government Departments, Non-Departmental Public Bodies, Arms Length Bodies, Defence, Health, Emergency Services, Local Authorities, Higher Education, Charities, Schools and Colleges.

Lot Description And Scope:

The supply of Cloud services for all Public Sector – accredited on all four 'Lots'

- **Lot 1 Infrastructure as a Service (IaaS)**

- The capability to provision processing, storage, networks, and other fundamental computing resources where the customer is able to deploy and run arbitrary software, including operating systems and applications. The customer does not manage or control the underlying cloud infrastructure but has control over operating systems, storage, deployed applications and possibly limited control of select networking components (e.g. host firewalls)

- **Lot 2 Platform as a Service (PaaS)**

- The capability to deploy onto the cloud infrastructure customer-created or acquired applications created using programming languages, libraries, services, and tools supported by the provider. The customer does not manage or control the underlying cloud infrastructure including network, servers, operating systems, or storage, but does have control over the deployed applications and possibly configuration settings for the application-hosting environment

- **Lot 3 Software as a Service (SaaS)**

- The capability to use the provider's applications running on a cloud infrastructure. The applications are accessible from various client devices through either a thin client interface, such as a web browser (e.g., web-based email), or a program interface. The customer does not manage or control the underlying cloud infrastructure including network, servers, operating systems, storage, or even individual application capabilities, with the possible exception of limited user-specific application configuration settings

- **Lot 4 Specialist Cloud Services**

- Onboarding services
- Design Authority
- Business Analysis
- Design and Development
- Project Specification and Selection
- Deployment
- Transition Management
- User Management
- Service Integration and Management Services (SIAM):
- Enterprise Architecture
- Project Management Programme
- Management and Governance
- Service and Systems Integration
- Service Management
- Software Support
- Helpdesk
- Information Management and Digital Continuity:
- eDiscovery
- Data Recovery, Conversion and Migration
- Data Quality
- Digital Archiving
- Data Storage Consultancy

Contract Expiry: 7th November 2014 to 6th November 2016

Contract Extension: N/A

Customers Eligible:

Primarily for General Practices (GP) and NHS organisations but the contract allows for all Public Sector organisations including:

Central Government Departments, Non-Departmental Public Bodies, Arms Length Bodies, Defence, Health, Emergency Services, Local Authorities, Higher Education, Charities, Schools and Colleges.

Lot Description And Scope:

- **Lot 2 – Additional GP IT Services**

- This 'Lot' is for suppliers who offer or plan to offer additional GP IT services that interoperate with or are used alongside the systems and services offered in Lot 1. These services will be for use by GP practices and health care professionals that work with GP practices.
 - Examples of systems and services that may be offered in this 'Lot' include advanced/value added versions of services offered in Lot 1, patient arrival systems, physical device APIs, finance systems, Hardware system maintenance and Hardware.
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Framework Notes:

This Framework encourages further competition but there is scope for direct award. Each customer requirement must have a 'Call Off Agreement'.

Each Call Off Agreement:

Shall be calculated in accordance with the information set out in the charging and invoicing schedules in the relevant Call Off Agreement and/or the Catalogue (where applicable).

Contract Expiry: 27th March 2015 to 26th March 2018

Contract Extension: N/A

Customers Eligible:

Primarily for General Practices (GP) and NHS organisations but the contract allows for all Public Sector organisations including:

Central Government Departments, Non-Departmental Public Bodies, Arms Length Bodies, Defence, Health, Emergency Services, Local Authorities, Higher Education, Charities, Schools and Colleges.

Lot Description And Scope:

- The Lot 3 Framework provides a range of IT systems and services that **interoperate across different care settings**. These services help the GP practice to share information with other healthcare providers, such as hospitals and pharmacies, in order to deliver a better end-to-end service for patients.

Contract Expiry: April 2013 to April 2017

Contract Extension: N/A

Customers Eligible:

Open to any Private Sector entities with similar procurement needs and all Public Sector organisations including:

Central Government Departments, Non-Departmental Public Bodies, Arms Length Bodies, Defence, Health, Emergency Services, Local Authorities, Higher Education, Charities, Schools and Colleges.

Lot Description And Scope:

- Tablet Hardware
 - Includes, IOS, Android, and Windows devices

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Framework Notes:

This Framework encourages a direct call off. The customer from time to time may approach HealthTrust Europe to discuss market testing their service provision. The customer is NOT required to run a Mini Competition under the Framework Agreement to market test their service.

Contract Expiry: June 2014 to June 2018

Contract Extension: N/A

Customers Eligible:

Open to any Private Sector entities with similar procurement needs and all Public Sector organisations including:

Central Government Departments, Non-Departmental Public Bodies, Arms Length Bodies, Defence, Health, Emergency Services, Local Authorities, Higher Education, Charities, Schools and Colleges.

Lot Description And Scope:

- **Lot 4 – Servers**

- Entry Level Servers
- Workgroup Servers
- Tower Server
- Rack Server
- Blade Server
- Cloud Server
- Server Virtualisation Solutions
- Server peripherals and related products

- **Lot 5 – Storage**

- Local Attached Storage
- DAS/SAN/NAS Storage
- Tape Libraries
- Archive Systems
- Parallel / HPC Storage
- Virtualised Storage Solutions
- Storage peripherals and related products

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Services for the above include but are not limited to:

- Pre-sales assessment and consultative services
- Server, Virtualisation and Storage solution design
- Asset Tagging, Imaging, Delivery and Installation, Integration
- Data Migration.
- Extended Support, Service and Warranty Options

Framework Notes:

This Framework encourages a direct call off. The customer from time to time may approach HealthTrust Europe to discuss market testing their service provision. The customer is NOT required to run a Mini Competition under the Framework Agreement to market test their service.



National Education Printer Agreement - NEPA

Contract Expiry: 17th October 2011 to 16th October 2014

Contract Extension: 16th October 2015

Customers Eligible:

All members of:
 Southern Universities Purchasing Consortium (SUPC) London Universities Purchasing Consortium (LUPC), North Eastern Universities Purchasing Consortium (NEUPC), North Western Universities Purchasing Consortium (NWUPC), the Higher Education Purchasing Consortium Wales (HEPCW) and Advanced Procurement for Universities and Colleges Limited (APUC); and with the written agreement of SUPC, other Higher Education Institutions and Regional Purchasing Consortia.
 Also available to all UCISA members.

Lot Description And Scope:

- The NEPA National Working Party (NWP) is working on behalf of the Higher Education Sector and the NHS London Procurement Programme to obtain sustainable value for money in the procurement of print output devices and managed print solutions.
- This Agreement covers all computer printer devices and associated Hardware peripherals. Insight is a nominated reseller for Brother, Canon, and Kyocera. Products may be purchased singularly, or as part of a managed print solution.
- Consumables are not included in the scope, unless agreed as part of a managed print solution.

Framework Notes:

This is a manufacturer-led Agreement.

Direct call off is encouraged. Orders can be processed via purchase order.

Contract Expiry: 12th June 2014 to 11th June 2017

Contract Extension: 11th June 2018

Customers Eligible:

All Public Sector organisations including:

Central Government Departments, Non-Departmental Public Bodies, Arms Length Bodies, Defence, Health, Emergency Services, Local Authorities, Higher Education, Charities, Schools and Colleges.

Lot Description And Scope:

- **Lot 1 – Wireless** - This is for the design, supply and installation of wireless technology. The wireless technology will need to be able to integrate and complement existing installations where feasible.
- **Lot 2 – Network Cabling** - This is for the design, supply and installation of local cabling systems and subsystem components to include cable, termination Hardware, supporting Hardware, and miscellany that will provide a complete cabling network that will support voice and data.
- **Lot 3 – Hardware Infrastructure** - This will include the supply, maintenance and support of the server and other associated Hardware required for the operation of a wireless and or cabling system along with a number of optional upgrades.
- **Lot 4 - Turnkey Wireless, Network Cabling and Hardware Infrastructure** – This will include all of the above on a turnkey holistic solution.

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Framework Notes:

The Framework encourages mini-competition.

National Server & Storage Agreement - NSSA

Contract Expiry: 1st November 2012 to 31st October 2016

Contract Extension: N/A

Customers Eligible:

All members of:

Southern Universities Purchasing Consortium (SUPC) London Universities Purchasing Consortium (LUPC), North Eastern Universities Purchasing Consortium (NEUPC), North Western Universities Purchasing Consortium (NWUPC), the Higher Education Purchasing Consortium Wales (HEPCW) and Advanced Procurement for Universities and Colleges Limited (APUC); and with the written agreement of SUPC, other Higher Education Institutions and Regional Purchasing Consortia.

Also available to all UCISA members.

Lot Description And Scope:

- Insight is a reseller under Lot 1 (Servers) for HP only.
- NSSA is the National Server and Storage Agreement, announced by the Southern Universities Purchasing Consortium (SUPC), and offers all Universities, HE/FE Colleges and affiliated Member Institutions the opportunity to take advantage of a Server and Storage purchasing Framework and benefit from competitive pricing.
- The SUPC is acting as the lead organisation in conjunction with the Universities Colleges and Information Systems Association (UCISA) for its members.
- Each manufacturer can nominate three resellers in addition to themselves.

Framework Notes:

This is a manufacturer-led Agreement.



Contract Expiry: 20th December 2013 to 19th December 2015

Contract Extension: 2 x 12 month extensions

Customers Eligible:

All members of:

Southern Universities Purchasing Consortium (SUPC) London Universities Purchasing Consortium (LUPC), North Eastern Universities Purchasing Consortium (NEUPC), North Western Universities Purchasing Consortium (NWUPC), the Higher Education Purchasing Consortium Wales (HEPCW) and Advanced Procurement for Universities and Colleges Limited (APUC); and with the written agreement of SUPC, other Higher Education Institutions and Regional Purchasing Consortia.

Lot Description And Scope:

• Lot 1 – Networking Equipment Only

- The supply, installation, maintenance, repair and project services will include, but are not limited to, networking equipment, equipment maintenance, repair, project work and consultancy.
- All aspects of Networking Equipment including:
 - Routers, Switches, Wireless, Network interface card and Server Appliances but not limited to Gateway, Router, Switch, Bridge, Hub, Repeater, Multilayer switch, Protocol converter, Bridge router, Proxy server, Firewall, Network address translator, Multiplexer, client adapters, Network Management / Monitoring systems, IP Security Systems, CWDM Optical platforms, DWDM optical platforms, Voice / video / data integration systems, IP video products, Storage Networking Products, Content Switching, through to final disposal.

• Lot 2 – Projects up to £1m in value

- Covering all aspects of Networking including:
 - Design Implementation, Maintenance & Training through to final disposal.

Framework Notes:

This Framework encourages mini-competition.

Contract Expiry: 29 September 2015 to 28 September 2017

Contract Extension: 2 x 12 month extensions

Customers Eligible:

All members of:

Southern Universities Purchasing Consortium (SUPC) London Universities Purchasing Consortium (LUPC), North Eastern Universities Purchasing Consortium (NEUPC), North Western Universities Purchasing Consortium (NWUPC), the Higher Education Purchasing Consortium Wales (HEPCW) and Advanced Procurement for Universities and Colleges Limited (APUC); and with the written agreement of SUPC, other higher education institutions and Regional Purchasing Consortia.

Lot Description And Scope:

- **Lot 1 – Data Centre Equipment**

- Covering UPS, cooling equipment, generators, gas & fire suppression systems, PDU's and including consultancy.

- **Lot 2 – Data Centre Infrastructure**

- Covering server & network racks, cabinets, blanking panels, building management equipment and including consultancy.
-

Framework agreement benefits:

- The framework was designed by IT and Telecoms procurement experts from higher education institutions to meet your needs
 - The agreement offers a broad scope of equipment, infrastructure and consultancy enabling you to meet your institution's own individual needs in innovative ways.
 - It is compliant with EU procurement law, minimising your risk of litigation.
 - You don't need to carry out a full EU tender, saving you money, time and resources.
-

Framework Notes:

This framework encourages mini-competition.

Contract Expiry: 1st November 2014 to 31st October 2018

Contract Extension: N/A

Customers Eligible:

Public Sector organisations including:

Non-Departmental Public Bodies, Arms Length Bodies, Health, Local Authorities, Charities.

Lot Description And Scope:

- **Lot 1 – Desktop Client Devices**
 - Desktop personal computers and thin client devices (including associated peripherals and accessories)
 - **Lot 2 – Portable Client Devices**
 - Notebook/laptop personal computers (including associated peripherals and accessories)
 - **Lot 3.1 – Large Android Tablet Client Devices**
 - Large Android form factor tablet computers (including associated peripherals and accessories)
 - **Lot 3.2 – Small Android Tablet Client Devices**
 - Small Android form factor tablet computers (including associated peripherals and accessories)
 - **Lot 3.3 – Windows Tablet Client Devices**
 - Windows tablet computers (including associated peripherals and accessories)
 - **Lot 4 – Peripherals and Accessories**
 - Peripheral devices and accessories (displays, external memory, etc.)
-

Framework Notes:

Further competition Framework only.

Pro5 Software Products & Associated Services Framework Kent County Council

Contract Expiry: 1st April 2012 to 31st March 2015

Contract Extension: 31st March 2016

Customers Eligible:

PRO5 Members (The Central Buying Consortium,(CBC), Eastern Shire Shires Purchasing Organisation, ESPO, North Eastern Procurement Organisation, NEPO, West Mercia Supplies, WMS, and Yorkshire Purchasing Organisation and YPO).

Lot Description And Scope:

- The supply and delivery of a range of computer software packages and associated services for corporate and academic use:
 - **Microsoft application licensing**
 - Relates to products licensed and distributed by Microsoft or Microsoft approved resellers including, but not linked to, Select Agreements, Subscription Agreements and Enterprise License Agreements.
 - **Anti-virus/security software**
 - Relates to the supply of Security software, services and where appropriate, associated appliances which includes Corporate Firewall, Anti-Virus Protection, Data Encryption, Vulnerability Scanning, Email Spam Filtering, Log Consolidation, Network Packet Analysis, Intrusion Detection, Active Directory Reporting, Alert Automation, Patch Management and Database Security Evaluation Tools.
 - **Commercial off-the-shelf**
 - Commercial Off the Shelf (COTS) is software of a standard product, not developed by a Supplier for a particular application. Types of Software include, GIS, Graphics, Web Design, Desktop Publishing & Photo Editing Tools, Reporting Tools, Terminal Services, Virtualisation Software (server & desktop) Software Tools for Flexible Working, Alternative Operating Systems, Alternative Desktop Productivity Suites and CAD Software.

Framework Notes:

The Pro5 SLR Framework allows for both direct call off and mini-competition. If the buyer can determine that the goods/or services can be met by the Framework supplier's catalogue set out in the Framework and there are no changes to the Framework terms (meaning that there are no special terms required by the customer) then the buyer may award a Call Off Agreement under this Framework Agreement without holding a further competition.



Contract Expiry: 1st February 2014 to 31st January 2017

Contract Extension: 2 Year Extension in 1 Year Increments

Customers Eligible:

See Framework Notes below for complete list of eligible customers. List includes core customers and other organisations.

Lot Description And Scope:

- Exclusive storage Hardware/solution provider for:
 - Nexan
 - V2
 - EMC
 - Oracle

Framework Notes:

The following is a list of all organisations, institutes, centres and bodies (Authorised Entities) that may use any appropriately-advertised Contract let by the UK Shared Business Services Ltd.

Authorised Entities

Core Customers: Associated Bodies

The Contract will be open for use by all the Research Councils:

- The Science and Technology Facilities Council
- The Medical Research Council
- The Engineering and Physical Sciences Research Council
- The Economic and Social Research Council
- The Natural Environment Research Council
- The Arts and Humanities Research Council
- The Biotechnology and Biological Sciences Research Council

and

- UK Shared Business Services Ltd (UK SBS)

Any Research Council institute, research facility, centre or unit may also use the Contract. A complete list of such institutes can be found [here](#).

Other Organisations:

The following organisations may also access the Contract:

- Animal Health & Veterinary Laboratories Agency (AHVLA)
- Cancer Research UK
- Centre for Environment, Fisheries & Aquaculture Science (CEFAS)
- Defence Science & Technology Laboratory (DSTL)
- Department of Business Innovation and Skills (BIS)
- Environment Agency (EA)
- Food & Environment Research Agency (FERA)
- Food Standards Agency (FSA)
- Health & Safety Laboratory (HSL)
- Health Protection Agency (HPA)
- Higher Education Funding Council for England (HEFCE)
- Home Office Scientific Development Branch (HOSDB)
- National Physical Laboratory
- Natural History Museum
- Nuclear Decommissioning Authority (NDA)
- Sanger Institute
- The Francis Crick Institute
- The Technology Strategy Board
- The Wellcome Trust
- Trinity College Dublin (TCD)
- University College Dublin (UCD)
- UK National Quality Assessment Service (UK NEQAS)

UK Universities:

The following University Purchasing Consortia may also use the Contract:

- Advanced Procurement for Universities and Colleges, Scotland (APUC Ltd)
- Higher Education Purchasing Consortium Wales (HEPCW)
- London Universities Purchasing Consortium (LUPC)
- North Eastern Universities Purchasing Group (NEUPG Ltd)
- North Western Universities Purchasing Consortium (NWUPC Ltd)
- Southern Universities Purchasing Consortium (SUPC)

In addition, each individual UK University and associated college may also have access to use the Contract. The list of these is [here](#).

Government Departments and NDPBs:

Any Central Government Department, executive agency and non-departmental Public Body may also use the Contract. A full list of these can be found at:

<https://www.gov.uk/government/organisations#agencies-and-public-bodies>

NHS Bodies (i.e. Acute Trusts, Ambulance Trusts, Primary Care Trusts, Care Trusts, NHS Hospital Trusts, Strategic Health Authorities, Mental Health Trusts, Special Health Authorities) may also use the Contract. A full list of such Authorities and Trusts can be found at:

<http://www.nhs.uk/servicedirectorios/pages/primarycaretrustlisting.aspx>

Contract Expiry: 5th October 2016

Contract Extension: (1+1) available with 3 month's notice

Customers Eligible:

All Public Sector organisations including:

Central Government Departments, Non-Departmental Public Bodies, Arms Length Bodies, Defence, Health, Emergency Services, Local Authorities, Higher Education, Charities, Schools and Colleges.

LOT 3 Human Resources (HR) and Payroll Software Solutions

Provides for HR & Payroll application solutions or amendment of existing solutions which will include solution identification, design, development, implementation, data take-on, migration, management of internal resources, integration and security; user training, maintenance and support.

Suppliers can provide either a complete HR/Payroll application or modules of systems and/or services for managing internal resources and payroll such as:

- Payroll - automated pay process based on employee time and attendance, and calculates various deductions and taxes
- Benefits administration module – allows organisations to administer and track employee participation in benefit programmes (insurance, compensation, profit sharing, retirement)
- HR management module – basic demographic and address data, training and development, skills management
- Performance management
- People management
- Absence management
- Resource management
- Recruitment – applicant tracking, web recruitment, talent attraction
- Other staff focused or staff support applications

For the purposes of this 'Lot', Goods may include requirements as part of an HR and payroll solutions or modules as listed above and where they are purchased as part of the solution.

Hardware can be purchased providing that software forms the majority of the total contract value.

LOT 5 Enterprise Content Management (ECM) Software Solutions

Provides for Enterprise Content Management (ECM) or Document and Records Management (EDRM) solutions which will include solution identification, design, development, implementation, organising, storing, data take-on, migration, integration and security, user training, maintenance and support as part of a wider solution that relates to the customers processes. It will also cover the prototyping, configuring or tailoring of existing products and also include some goods and services as part of a wider solution required throughout the lifecycle of the content. The scope of this 'Lot' covers the implementation of document life cycle solutions.

Suppliers in this 'Lot' can provide either a complete ECM or EDRM solution or modules of an ECM or EDRM solution including but not limited to:

- Document Management
- Document Scanning Services
- Web Content Management
- Records Management
- Image Processing
- Workflow Management
- Storage of (electronic) document or records
- Systematic control of the creation, receipt, maintenance and processes for capturing and maintaining information about business activities and transactions.

Hardware can be purchased providing that software forms the majority of the total contract value.

Lot 5 will attract Grade Day Rates as some of the services under this 'Lot' fall in the category of Resource Based Services.

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LOT 6 Data Management and Reporting Systems (DMRS) Software Solutions

Provides for Information Management application solutions or amendment of existing solutions which will include solution identification, design, development, implementation, data take-on, migration, processing, integration and security; user training, maintenance and support. This 'Lot' also covers data management services which will include data interfacing, data integration, data governance, data analysis, data architecture, data modelling, data management, data archiving/de-duplication, data security, data mining, data quality management, master data management, data warehousing, business intelligence, content management and meta data management to efficiently process large quantities of data within a specified time limit.

Suppliers in this 'Lot' can provide either a complete DMRS solution or modules of a DMRS solution including but not limited to:

- Implementation of systems and/or services for data management, business intelligence and performance management requirements
- Business intelligence and reporting systems
- Data warehouse and data management systems

- Data Manipulation, Quality and Integration Tools
 - Data quality solutions
 - Data manipulation solutions
 - Data integration solutions
 - Data discovery solutions
 - Data mining solutions
- Data Analytics
- Big Data
 - Massively parallel processing (MPP) databases
 - Data mining grids
 - Distributed file systems
 - Distributed databases
 - Scalable storage systems

All solutions have the capability to report and analyse. Hardware can be purchased providing that software forms the majority of the total contract value.

Ancillary services for all 'Lots' shall include but are not limited to the provision of:

- Requirements analysis
- Development and customisation of the system
- Integration of the solution
- Onsite or remote deployment
- Business process re-engineering
- Work flow development
- Training
- Service desk
- Hosting services
- User support
- Solution review process
- Data migration, loading, validation and storage
- User support and maintenance

Framework Notes:

Further competition only.

RM1054 Technology Products - Crown Commercial Service

Contract Expiry: 17 November 2014 to 16 November 2016

Contract Extension: Any period up to two years of initial period

Customers Eligible:

All Public Sector organisations including:

Central Government Departments, Non-Departmental Public Bodies, Arms Length Bodies, Defence, Health, Emergency Services, Local Authorities, Higher Education, Charities, Schools and Colleges.

Lot Description And Scope:

- **Lot 1 - Hardware**

TECHNOLOGY HARDWARE: All IT Hardware and Infrastructure including but not limited to all client devices, networking, servers, print, storage, audio visual and any IT Hardware peripherals. This 'Lot' allows for anything from the supply of a single Hardware product through to the build and deployment of a full infrastructure solution. Examples of solutions include but not limited to – DC de-commission-commission, VOIP solutions, Infrastructure as a service etc., Software can be supplied as part of a Hardware solution.

- **Lot 2 – Software**

PACKAGED SOFTWARE: All Commercial off the Shelf (COTS) Software and related services including boxed software to all forms of licensing solutions from any software vendor including niche tier 4 providers as well as the major software vendors. This 'Lot' can include anything from a single boxed software order through to full deployment of software solutions. Hardware can be supplied as part of a software solution.

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Framework Notes:

The Tech Products Framework allows for both direct call off and mini-competition. If the buyer can determine that the goods/or services can be met by the Framework supplier's catalogue set out in the Framework and there are no changes to the Framework terms (meaning that there are no special terms required by the customer), then the buyer may award a Call Off Agreement (place an order) under this Framework Agreement without holding a further competition.

Contract Expiry: 27th May 2015 to 27th November 2016

Contract Extension: Any period up to two years of initial period

Customers Eligible:

All Public Sector organisations including:

Central Government Departments, Non-Departmental Public Bodies, Arms Length Bodies, Defence, Health, Emergency Services, Local Authorities, Higher Education, Charities, Schools and Colleges.

Lot Description And Scope:

- **Lot 1 Help / Service desk:**

- The single point of contact between a service provider and users within an organisation. A typical service desk manages incidents and service requests, and also handles communication with the users.

- **Lot 2 Desktop Support:**

- The technical services offered by a support organisation to a user(s) experiencing problems with their computers. Support may be on either Hardware or software running on the affected computing device. Support may include but is not limited to installations, moves, adds, changes and disposition, and local remote services.

- **Lot 4 Network and content security:**

- Tasks or processes related to network security which can include, but are not limited to, device management, monitoring and remediation, email security including anti-spam, anti-malware and IP filtering, network intrusion detection and prevention, asset classification and change management; data leak protection, and the creation of access control policies.

- **Lot 5 Infrastructure and Platform, Maintenance and Support:**

- Manage all library infrastructure Hardware and software operations, including server and storage systems. Support production applications, whether open source, developed in-house, or third party.
- Break-fix — Focused on servers and storage.
- Platform support and maintenance is the management of Hardware and software architecture in order to allow applications to operate.
- Platforms can include one or several of the following Hardware and/or software components: — Hardware architecture; operating systems; programming languages and Frameworks; runtime libraries; application servers; databases; other middle-ware products.

- **Lot 6 Audit services and Asset Management:**

- Audit services are formal inspections and verifications to check whether a standard or set of Guidelines is being followed, that records are accurate, or that efficiency and effectiveness targets are being met.
- Systematic and independent examination of data, statements, records, operations and performances (financial or otherwise) of IT software and Hardware.

- **Lot 9 Disaster Recovery/Business Continuity:**

- Disaster recovery policies and procedures are related to preparing for recovery or continuation of technology infrastructure are vital to an organisation's business continuity, after a natural or human-induced disaster. This service will include, but is not be limited to, resilience testing, recovery testing and planning and contingency planning and support.

- **Lot 11 Asset Disposal:**

- A computer recycling service that offers, but is not limited to, data destruction to UK Government CESG standards with certificated proof of erasure for every hard drive or data bearing asset; a managed IT disposal service that can be fully integrated with roll-out programmes and other service partners; full audit trail with itemised reporting; IT disposal services are WEEE compliant.

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Framework Notes:

This agreement has been developed in collaboration with the Government Digital Service (GDS). It is an enabler for Public Sector organisations to take significant steps towards the "Digital by Default" agenda. Its primary purpose is to provide technology services to central government, local authorities and NHS trusts.

The agreement provides access to specialist suppliers who can provide the services under individual 'Lots', as well as suppliers who can provide multiple services across a number of 'Lots' facilitated by means of a collaboration agreement.

Buyers can place call-off contracts via a further competition by providing suppliers with the details of your requirement and each supplier will submit a priced solution against those requirements.

SUPC – IT Related & Parts (ITRAP) Framework

Contract Expiry: 1st June 2012 to 31st May 2014

Contract Extension: 31st May 2016

Customers Eligible:

All members of:

Southern Universities Purchasing Consortium (SUPC) London Universities Purchasing Consortium (LUPC), North Eastern Universities Purchasing Consortium (NEUPC), North Western Universities Purchasing Consortium (NWUPC), the Higher Education Purchasing Consortium Wales (HEPCW) and Advanced Procurement for Universities and Colleges Limited (APUC); and with the written agreement of SUPC, other Higher Education Institutions and Regional Purchasing Consortia.

Lot Description And Scope:

- **Goods Category (Product Range)**

- Components Memory (graphic cards, processors etc)
- Storage Devices (All types of Storage Backup Media)
- Displays Wide range of sizes of TFT, LCD and CRT Displays
- Network items (Including Ethernet cards, PCMCIA cards; USB wireless adaptors; and Bluetooth adaptors etc)
- Cables (UTP, modem, hard drive, firewire; audio/ multimedia, mouse / keyboard / power / monitor extension cables etc)
- Peripherals Speakers (webcams, head/earphones, Mouse / Keyboards (Black and Beige), etc)
- PC Security items wide range of PC security items (security cages and cables and PC UPS's)
- Miscellaneous Products (notebook cases, CD Cases, mouse mats, wrist rests etc)
- Special Needs/Assisted technology equipment

Most orders are placed via online catalogue from Science Warehouse.



Contract Expiry: 1st December 2012 to 30th November 2015

Contract Extension: 30th November 2016

Customers Eligible:

All members of: Southern Universities Purchasing Consortium (SUPC) London Universities Purchasing Consortium (LUPC), North Eastern Universities Purchasing Consortium (NEUPC), North Western Universities Purchasing Consortium (NWUPC), the Higher Education Purchasing Consortium Wales (HEPCW) and Advanced Procurement for Universities and Colleges Limited (APUC); and with the written agreement of SUPC, other Higher Education Institutions and Regional Purchasing Consortia.

Also available to all CPC members.

Lot Description And Scope:

- **Goods Category (Product Range)**

- Lot 1 - Microsoft
- Lot 2 - Adobe
- Lot 3 - VMware
- Lot 4 - Other Software

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Framework Notes:

Call-Off Patterns

Call-off patterns refer to the methods by which member Institutions will choose suppliers to place orders with. These patterns will normally be agreed by the institutional Head of Purchasing.

The member Institutions may vary each of the evaluation weightings used in the Framework tender evaluation by up to twenty (20) percentage points.

Call-off patterns will vary between member Institutions and it is anticipated they will be made in a number of ways, such as:

- Choosing a single or multiple suppliers for any / all 'Lots'
- Choosing specialist suppliers for particular requirements in any / all 'Lots'
- Undertaking a further competition to select a preferred supplier for any / all 'Lots' when the member institution has specific requirements

- Selecting the most economically advantageous offer or lowest price offer for each order placed
- Where the terms laid down in the Framework agreements are sufficiently precise, Institutions can award to the supplier who is considered to provide the most economically advantageous tender (MEAT - value for money) offer based on the award criteria used in the Tender Document, without reopening competition
- Institutions who are calling off from the Framework agreements may use an electronic auction when undertaking further competition



Value Wales – IT Equipment and Associated Services - ITEAS

Contract Expiry: 27th October 2011 to 26th October 2013

Contract Extension: 26th October 2015

Customers Eligible:

All Public Sector organisations in Wales including:

Central Government Departments, Non-Departmental Public Bodies, Arms Length Bodies, Defence, Health, Emergency Services, Local Authorities, Higher Education, Charities, Schools and Colleges.

Lot Description And Scope:

- **LOT 1 - Service Access Devices**

- Products capable of the delivery of services, allowing users to gain access to services, including; PCs, Monitors/TFTs, Laptops, Handheld devices, Tablet devices, Netbook and Thin Client devices, together with related maintenance, warranty, software and support services.
-

Framework Notes:

The Framework requires mini-competition.

More information...

For more information regarding any of Insight's Public Sector Frameworks or national agreements, please contact your Client Director or Account Manager on 0844 846 3333 or email us at: info.UK@insight.com