

# Technology Hardware, Software and Services Framework Agreement

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## User Guide

Ref No: 979





# About YPO

YPO provides procurement solutions for public sector organisations to set up or renew contracts for a wide range of services. Established in 1974 by a group of 13 local authorities, we’re the UK’s largest public sector buying organisation and we’re still 100% publicly-owned today. We work closely with our suppliers and collaborate with other public sector buying organisations to achieve efficiencies and value for money, returning all our profits back into the heart of the public sector. Our team of qualified procurement professionals can offer advice, guidance and expertise on procurement, as well as regular engagement and communication to make sure your objectives are achieved.

## Helping you navigate the world of your procurement

The world of procurement is complex, with competing demands and increasing pressures. Through collaboration, we provide products and services to meet your needs as individuals and collectives, through our wide range of procurement categories and frameworks. Navigating the world of procurement needs to be easy, quick and effective for both buyers and suppliers, and needs to help you make sure that every penny counts. We believe that through our procurement activity there’s an opportunity to make an impact and a real difference, by delivering social value and outcomes in the communities we serve.

## Overview

Start date:	1 October 2019
Expiry date:	30 September 2021
Extensions(s) (if applicable):	2 x 12 months
Contracting authority (CA) call-off period:	CAs can specify a contract period, based on the term that will best suit their requirements. YPO generally recommend a call-off period of no longer than 5 years
Contract notice ref. no:	2019/S 139-3424414
Corrigendum (if applicable):	Not applicable
Potential maximum value:	£50m- £200m
Geographical location(s):	National

## Specification, overview and lot structure

This framework is for the provision of hardware, software and associated services, from the supply of ICT equipment and applications through to secure hardware asset destruction. Services include subscription based 'anything as a service' models, operational services to manage the provision of your technology requirement and service design and implementation for assisting with evaluation and improvement of your technology infrastructure.

LOT	DESCRIPTION	NUMBER OF SUPPLIERS/ PROVIDERS PER LOT
1	<b>Supply of Hardware</b> This lot is for the provision of ICT hardware across a wide range of manufacturers which provides a complete ICT equipment solution. Includes end user devices, IT peripherals and infrastructure hardware. Associated bundled software and operating systems included as part of a standard OEM factory build are included in this lot. Plus associated services for goods purchased, such as warranties, installation, imaging and asset tagging.	15
2	<b>Software Applications</b> This lot is for the provision of software applications and systems and any associated services across public sector organisations. This may be for a new solution, amendment or upgrade of an existing solution, from a single boxed order through to full deployment of a software solution.  Covering commercial off the shelf software (COTS), open source software, software licenses or niche and bespoke software specific to your organisation.	14
3	<b>Supply of Hardware and Software</b> This lot is for the provision of combined ICT hardware and software requirements to allow opportunity of one provider across both provisions.	12
4	<b>Anything as a Service (XaaS)</b> This lot is for the provision of IT service solutions in which a supplier/provider will deliver full-service desk and support, where a customer will be able to sign up to a subscription-based model with a supplier/provider for the delivery of anything as a service.  This may be facilitated by a supplier/provider via remote access over a network or managed on-site dependant on the nature.	19
5	<b>Hardware Catalogue – for use by YPO only</b>	13
6	<b>Technology Operational Services</b> This lot is for any operational services which are required for a customer to manage the provision of their technology requirement. Including end user support, device management, system management, asset management and more.	12
7	<b>Service Design and Implementation</b> This lot is for the provision of technology service design and implementation, with the purpose of helping customers evaluate their current technology environment and assist with developing/designing of an improved IT infrastructure, along with full implementation and associated services where required.	12
8	<b>IT Asset Destruction</b> This lot is for the provision of ICT hardware asset destruction, to allow for secure decommission of ICT electrical equipment, including the sanitising of data and shredding of media to various levels of security classification.	8

## Benefits of using the framework agreement

- YPO’s framework agreements are established to allow customers to purchase goods, works or services from suppliers/providers via further competition.
- Benefits of using the framework agreement:
- YPO can fully manage the customers further competition (call-off) process if required.
  - Reduced timescales – customers do not need to run a full OJEU procurement if procuring via the framework agreement.
  - Assured supplier standards – suppliers/providers are ‘pre-qualified’ as to their general suitability.
  - Aggregation of spend – customers will receive the benefits of the aggregated spend volume and increased leverage in the market.
  - Pre-defined terms and conditions – when awarding contracts customers have the option to use YPO’s standard framework agreement terms and conditions as established or use their own terms and conditions.

## Suppliers/providers

LOT 1 – SUPPLY OF HARDWARE	LOT 2 – SOFTWARE APPLICATIONS
ACS Business Supplies	CCS Media Ltd
CCS Media Ltd	Daisy Corporate Services Trading Ltd
Daisy Corporate Services Trading Ltd	Insight Direct (UK) Ltd
Getech Ltd	Kefron
Insight Direct (UK) Ltd	Kyocera Document Solutions (UK) Ltd
Kingsfield Computer Products Ltd	Novosco Ltd
Kyocera Document Solutions (UK) Ltd	Phoenix Software Ltd
Novosco Ltd	Ricoh UK Ltd
Phoenix Software Ltd	Softcat Plc
Ricoh UK Ltd	Specialist Computer Centres
Softcat Plc	The Pure Technology Group
Specialist Computer Centres	UKCloud Ltd
The Pure Technology Group	XMA Ltd
XMA Limited	Yotta DCL
Yotta DCL	

## Suppliers/providers

LOT 3 – SUPPLY OF HARDWARE AND SOFTWARE	LOT 4 – ANYTHING AS A SERVICE (XAAS)
CCS Media Ltd	Centerprise International Ltd
Daisy Corporate Services Trading Ltd	Certes Computing Ltd
Insight Direct (UK) Ltd	CloudCoCo Ltd
Kyocera Document Solutions (UK) Ltd	Daisy Corporate Services Trading Ltd
Novosco Ltd	Gamma Telecom Ltd
Phoenix Software Ltd	Insight Direct (UK) Ltd
Ricoh UK Ltd	Kyocera Document Solutions (UK) Ltd
Softcat Plc	Novosco Ltd
Specialist Computer Centres	Phoenix Software Ltd
The Pure Technology Group	Probrand Ltd
XMA Limited	Ricoh UK Ltd
Yotta DCL	Rostrvm Solutions
	Softcat Plc
	SoftwareONE UK Ltd
	Specialist Computer Centres
	The Pure Technology Group
	UKCloud Ltd
	XMA Ltd
	Yotta DCL

LOT 6 – TECHNOLOGY OPERATIONAL SERVICES	LOT 7 – SERVICE DESIGN AND IMPLEMENTATION
Cloud 21 Ltd	Cloud 21 Ltd
Daisy Corporate Services Trading Ltd	Daisy Corporate Services Trading Ltd
Insight Direct (UK) Ltd	Insight Direct (UK) Ltd
Littlefish (UK) Ltd	Littlefish (UK) Ltd
Novosco Ltd	Novosco Ltd
Phoenix Software Ltd	Phoenix Software Ltd
Ricoh UK Ltd	Ricoh UK Ltd
Softcat Plc	Softcat Plc
Specialist Computer Centres	Specialist Computer Centres
The Pure Technology Group	The Pure Technology Group
UKCloud Ltd	UKCloud Ltd
XMA Ltd	XMA Ltd

## Suppliers/providers

LOT 8 – IT ASSET DESTRUCTION
CCS Media Ltd
Disklabs Ltd
Gigacycle Ltd
Insight Direct (UK) Ltd
Specialist Computer Centres
The Pure Technology Group
Tier 1 Asset Management
XMA Ltd

## Suppliers/providers contact information

SUPPLIER/PROVIDER	CONTACT NUMBER	EMAIL ADDRESS
<b>ACS Business Supplies Ltd</b>	01274 556 056	adam.coates@acsacs.co.uk
<b>CCS Media Ltd</b>	01246 200 200	contractsandtenders@ccsmedia.com
<b>Centerprise International Ltd</b>	01256 378 000	tendersteam@centerprise.co.uk
<b>Certes Computing Ltd</b>	01675 468 941	richard.copeland@certes.co.uk
<b>Cloud 21 Ltd</b>	08458 388 694	bid-management@cloud21.net
<b>CloudCoCo Ltd</b>	07773 769 375	peter.nailer@cloudcoco.co.uk
<b>Daisy Corporate Services Trading Ltd</b>	07787 243 259	neil.trueman@dcs.tech
<b>Disklabs Ltd</b>	0182 756 004	mj@disklabs.com
<b>Gamma Telecom Ltd</b>	03332 403 022	sam.winterbottom@gamma.co.uk
<b>Getech Ltd</b>	01473 240 470	rslade@getech.co.uk
<b>Gigacycle Ltd</b>	08000 242 476	denver.hodgson@gigacycle.co.uk
<b>Insight Direct (UK) Ltd</b>	08446 928 694	pstenderteam@insight.com
<b>Kefron</b>	+353 (0)14 380 221	vgrover@kefron.com
<b>Kingsfield Computer Products Ltd</b>	01604 643 888	sueg@kingsfieldcomputers.co.uk
<b>Kyocera Document Solutions (UK) Ltd</b>	07850 775 803 07917 373 884	richard.burton@duk.kyocera.com lee.bradley@annodata.co.uk
<b>Littlefish (UK) Ltd</b>	07773 599 469	dave.aspindle@littlefish.co.uk
<b>Novosco Ltd</b>	02890 454 433	andrew.knight@novosco.com



## Suppliers/providers contact information

<b>Phoenix Software Ltd</b>	01904 562 233	keith-martin@phoenixs.co.uk bids@phoenixs.co.uk
<b>Probrand Ltd</b>	0800 262 629	ypo@probrand.co.uk
<b>Ricoh UK Ltd</b>	07802 597 898 03301 230 311 (Service Desk)	ian.fullerton@ricoh.co.uk
<b>Rostrvm Solutions</b>	07968 856 189	ken.reid@rostrvm.com
<b>Softcat Plc</b>	01612 723 133	andybr@softcat.com
<b>SoftwareONE UK Ltd</b>	02035 300 270	robin.phillips@softwareone.com
<b>Specialist Computer Centres</b>	01217 667 000	frameworksales@scc.com
<b>The Pure Technology Group</b>	01133 871 064 01133 871 070	stacy@tptg.co.uk richardwi@tptg.co.uk
<b>Tier 1 Asset Management</b>	01617 771 042	jselby@tier1.com
<b>UKCloud Ltd</b>	07795 954 204 01252 303 300	aback@ukcloud.com support@ukcloud.com
<b>XMA Limited</b>	01158 464 149	jat.tumber@xma.co.uk
<b>Yotta DCL</b>	01926 319 600 07464 486 735	steve.white@weareyotta.com

## How to award/call-off from the framework

To access the framework agreement, customers should complete and return the Customer Access Agreement.

For all lots customers must run a further competition to award a call-off contract to the winning supplier/provider. This can be done via the contracting authorities own procurement portal or via YPO's procurement portal.

Evaluation must be fair and transparent, and the methodologies used to evaluate must be provided to the suppliers/providers within the further competition documentation.

YPO can help customers produce specifications, qualitative questions, pricing schedules and evaluation criteria to undertake a further competition. Clarification responses, evaluation of further competition submissions, drafting of award letters and contracts and applicable Contract Award Notices are elements of the process that will need to be completed by the customer. Customers must inform YPO of the outcome of any further competition they undertake themselves.

When running a further competition, customers should award based on the most economically advantageous tender and must provide suppliers/providers with the methodology behind the evaluation, including the evaluation criteria and the weightings that are applied.

## How to award/call-off from the framework

The selection/award criteria used to establish the framework agreement was:

CRITERION	PERCENTAGE WEIGHTINGS
Cost	30%
Quality	30%
Delivery & Customer Service	30%
Sustainability & Social Value	10%

The weightings for cost, quality, delivery, customer service and added value can be re-opened for evaluation within the further competition. Customers can also set any appropriate KPI's and/or service levels within the quality award criteria.

## Terms and conditions

Suppliers/providers awarded to the framework agreement have agreed to and signed YPO's standard Terms and Conditions. These can be amended by the CA and supplier/provider by mutual agreement to include additional terms to supplement the standard Terms and Conditions. A variation form is included in the standard Terms and Conditions document to allow customers and suppliers/providers to amend any terms if required.

## Contact information

For further information or to discuss individual requirements, please use the contact details below:

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Category Buyer | Technology and Communications  
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**Sarah Sesum**  
Category Manager | Technology and Communications  
Tel: 01924 834 895 | Email: [sarah.sesum@ypo.co.uk](mailto:sarah.sesum@ypo.co.uk)

**Charlie Holland**  
Further Competition Co-ordinator | Technology and Communications  
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**STAGE 1**Initial Customer  
Enquiry

- Customer contacts YPO for information
- YPO will send customer a copy of the User Guide and Access Agreement
- Customer completes and returns Access Agreement

**STAGE 2**NDA/Access  
Agreement Returned  
to YPO

- Following receipt of signed Access Agreement YPO may send the customer a Further Competition Template and Framework Agreement Scope
- YPO may provide the customer with a unique reference code for the further competition, which will be referenced on all documentation
- Customer completes the documents and sends to YPO
- If the customer decides to undertake their own further competition YPO must be informed via e-mail

**STAGE 3**

Further Competition

- YPO can issue further competition documents to all suppliers/providers on the framework agreement if required by the customer
- YPO will manage any clarifications that are received from potential suppliers/providers (customers will need to provide clarification responses)
- At the submission closing date YPO will provide customers with access to all submissions
- Customers can then evaluate (offline) the submissions and prepare acceptance and rejection letters

**STAGE 4**

Contract Award

- YPO will issue the award decision documentation (acceptance and rejection letters) via YPO's e-portal
- Optional 10-day standstill period: customers are advised to implement a voluntary standstill period of 10 days
- A Contract Award Notice following any award via the framework agreement must be published within 30 days (YPO are able to do this on behalf of the customer if required)