Scottish Procurement

ICT Products Mobile Client Device Framework

SP-19-020

Buyer's Guide

ICT Products Portfolio Frameworks

Contents

1.   Foreword and Acknowledgements

Scottish Procurement aims to deliver benefits to the people of Scotland through improved value for money for taxpayers, improved goods and services for all our citizens and economic opportunities for Scotland. This is achievable through effective collaboration throughout the procurement cycle.

Scottish Procurement would like to acknowledge the work, support and contribution from all sector representatives. Their input has helped to shape the direction of the project to a successful outcome.

2.   Introduction

This guide aims to assist public sector bodies in selecting the most cost effective products from a range of mobile client devices to suit individual requirements. This document is designed to guide organisations through the selection and ordering process and provide organisations with peace of mind regarding the products purchased through the Mobile Client Devices Framework Agreement.

Scottish Procurement Point of Contact

The Scottish Procurement ICT Products Team are based in Scottish Government, Atlantic Quay 5, 150 Broomielaw, Glasgow, G2 8LU. The individual contact details are as follows –

Dawn Swan
Senior Portfolio Specialist
Tel: 0141 242 5595

Bryan Dodds
Senior Portfolio Specialist
Tel: 0131 244 6290

Jack Graham
Portfolio Officer
Tel: 0141 242 5833

Anamaria Rehbein
Portfolio Manager
Tel: 0131 244 5749

3.   Framework Overview

The ICT Products Portfolio covers a wide range of ICT products through a number of specific framework agreements, as shown overleaf:

This Buyer's Guide refers to the Mobile Client Devices Framework highlighted above.

Scottish Procurement developed a national approach for the procurement of Mobile Client Devices which resulted in the award of a single supplier Framework Agreement to **HP Inc. UK Ltd (HP)**.

The Framework commenced on 16 August 2021 and will end on 15 August 2023. There is an option of two further 12 month extensions available.

Buyers are reminded of the obligations contained within the Procurement Reform (Scotland) Act 2014 in relation to the award of contracts valued equal to or greater than £50,000 including those awarded as a result of a framework call-off. In particular, Buyers should note that in accordance with Section 23(2) the award to contracts must be publicised on the Public Contracts Scotland website and in accordance with Section 35 contracts must be registered in the Framework Public Body's "contracts register".

For all ICT Products Frameworks, a Supplier Catalogue is available through the secure Knowledge Hub site. The "Scottish Procurement: Procurement Information Network" group provides access to the Standard Terms of Supply and further information, including details of products and pricing available. As this is a restricted group, access to the information may be obtained through the Request to Join link within the Knowledge Hub Group. Alternatively, If you are not registered to access the Knowledge Hub site and are eligible to use the framework, please complete this template and send to Jack Graham.

Framework Contractor

Full contact information for all the HP Account Management team can be found below:

Lorna Johnstone Scottish Procurement Lead Tel: 07776 164874	Jason Hewins Education/Health Lead Tel: 07767 827620	Ross Gibson Government Lead Tel: 07783 679612
Sharon Hunter Sales Support Tel: 0203 564 1720	Sharon Neville Account Operations & eProcurement setup enquiries Tel: 07768 498438	Nathan Rumble Workstation Specialist Tel: 07884 767656
Eduard Cojocaru and Oana Marculescu Quotations and Portal Assistance scottishgovcatsupport@hp.com	Nicoleta Condeescu and Anca Stanica Order Queries and Status comscottishgov@hp.com	David Milliken Technical Queries Tel: 07825 195353

Framework Benefits

The benefits for public bodies using the Framework are:

- The award follows a comprehensive tender exercise, following public procurement regulations, and provides an easy route to market for contracting organisations.

- The Framework has secured a diverse range of products, which offers Scottish public sector organisations choice, at market leading prices. In addition, there is a range of competitively priced upgrades, accessories and services, which complement the core devices.

- The Framework will deliver significant cash savings and environmental benefits, including a reduction in carbon emissions through the inclusion of latest environmental and energy efficiency certification.

- The Framework satisfies demand for new and emerging requirements through a process of continuous improvement, throughout the life of the agreement.

- The Framework provides one central point of ordering and contract management covering warranty, insurance and general supply enquiries.

- The Framework addresses the Scottish Government's and Scottish public sector organisations' aspirations with regard to ethical, social, economic, environmental and sustainability issues (see section below for further details)

Devices

- Access to a diverse range of products, which provide Scottish public sector bodies choice at market leading prices.

- Savings: The product pricing is significantly lower than current market pricing.

- Ease of Use: This award follows a comprehensive tender exercise, following public procurement regulations, and provides an easy route to market for contracting organisations.

- Fixed pricing: · Pricing is agreed for the duration of the framework, providing budget certainty for public bodies.

- Product range: To provide flexibility and choice, the products are supplemented by a menu of upgrades, downgrades, accessories and services which supplement the core devices.

- Coverage: The framework is available to all Scottish public sector contracting authorities, regardless of size or geographical location.

- Transactional efficiencies: The framework focusses on eProcurement, increasing transactional efficiencies for end users.

Framework Sustainability Benefits

One of the key priorities for Scottish Procurement is to embed sustainability into all activities. HP will drive tangible sustainability outcomes during the Framework term for the Scottish Public Sector and has committed to the following environmental, social and fair work benefits:

- Energy Efficiency: All products are required to meet or exceed the minimum energy efficiency standards detailed in the minimum specification, based on Energy Star. Documentation has been supplied and verified to support the Energy Star accreditation.

- Accreditations: HP Inc. UK are accredited to ISO 27001 and Cyber Essentials Plus.

- Product Lifecycle: All core commercial devices will have between a 12-18 month lifecycle and guaranteed spare parts for up to 5 years after device end of sale date helping to maximise product lifespan Please note, the Entry Level device will have a 6 month lifecycle from the framework commencement date, and 12 months thereafter.

- Environment: All products are required to meet or exceed the minimum of Electronic Product Environmental Assessment Tool (EPEAT) Gold compliance, with documentation supplied by the manufacturer to support this.

- Management of Delivery Fleet: All deliveries will be managed to minimise emissions, including the use of efficient logistics, full loads and driver training. The supplier is required to monitor and report on the fleets' efficiency on a regular basis over the term of the framework.

- Delivery Options: Default deliveries of products are shipped via air freight, however, HP has added the ability for customers to select rail/sea freight to deliver both cost and carbon savings. Comparisons can be undertaken on the HP B2B portal.

- Innovative Packaging: To embed a focus on waste minimisation and a more circular approach, packaging specification included:

  - Minimising waste through the principles of sustainably sourced materials as well as reduction, re-use and recycling methods, such as the use of creative packaging design and re-usable packaging such as unboxed palletised packaging.

  - Adherence to all EU packaging and waste regulations and ensuring that plastics used do not include halogen containing polymers.

  - Recycled materials, with packaging containing a minimum of 60% recycled content.

- End of Life Management: The framework aims to extend the products useful life while ensuring compliance with the Waste Electrical and Electronic Equipment (WEEE Directive) and data security requirements.

- Social and Ethical Responsibility: Ensuring all goods supplied under the framework are produced in accordance with all International Labour Organisation (ILO) conventions that have been ratified by the country of their origin, in particular, labour standards, working conditions and the use of child labour.

- Workforce Matters: including the empowerment and training of employees, committed to fair work practices including no forced zero-hours contracts and a commitment to paying a living wage.

- SME Engagement in Supply Chain: Warehousing (Bonded Storage), Deployment and Bespoke Delivery services will be provided by Capito, a Scottish SME, based in Livingston.

- Community Benefits: HP are committed to investing in Scotland and will provide a range of community benefits via the framework.

The following links provide further information on the Scottish Governments approach to Sustainable Development and Community Benefits:

[Public sector procurement: Sustainable procurement duty - gov.scot (www.gov.scot)](www.gov.scot)

https://www.gov.scot/policies/public-sector-procurement/community-benefits-in-procurement/

4.   Supplementary Information

As this is a single supplier framework, there is only a Direct Award route to market and no further competition is required.

The Standard Terms of Supply (Schedule 5) should be referenced when placing an order, and form the basis of the contract arrangements.

Full details on buying from a framework are detailed in SPPN 5 2010 and further guidance on completing the Schedule 5 are available on the "Scottish Procurement: Procurement Information Network" group on the secure Knowledge Hub site.

Placing an Order

Orders can be placed by fax, post and e-mail to the HP contacts provided above. Please ensure the following details, as a minimum, are included on all Purchase Orders:

- Device Make and Model
- Part Number
- Price
- Quantity
- Purchase Order Number
- Full Delivery Address
- Full Invoice Address
- Framework Reference: SP-19-020
- Contact Details
- Date
- Any Additional Services required

Please note that all quotes provided by HP are checked to ensure that the goods are fit for purpose

Items ordered in error by a framework public body may be returned at the sole discretion of HP and may be subject to a 10% restocking fee.

eCommerce

The preferred method for placing Orders is directly through the HP B2B Portal. Full training can be provided where required. The training can be carried out via a virtual classroom or in person at a customer site. Basic training typically takes 30 minutes and will enable customers to then place orders online, configure products and then check and track orders once placed.

New users should contact Sharon Neville at sharon.neville@hp.com to register for a link to the dedicated Scottish Procurement B2B Portal or to discuss individual eProcurement requirements. A Supplier Catalogue is available directly from HP or via the "Scottish Procurement: Procurement Information Network" group on the secure Knowledge Hub site

Lead Times

For the up to date position on Lead Times please contact your HP Account Manager.

Product Range

Full details of the range can be accessed from the supplier catalogues held on the "Scottish Procurement: Procurement Information Network" group on the secure Knowledge Hub site.

Warehousing (Bonded Storage), Packaging Removal & Bespoke Delivery

Through their partners Capito, a Livingston based SME, HP offers the option to request package removal and also up to 6 months Bonded Storage. Both of these options are free of charge and include the following:

- Provide a fully insured and secure environment for the customer devices for up to 6 months
- Audit equipment when delivered and enter into asset management system
- Maintain systems and processes to manage hardware while in the storage facility
- Provide equipment audit data from the asset management system
- Contact the customer to arrange the delivery date and time
- Deliver devices in line with what has been agreed with customer
- Un-boxed, package free, deliveries (where logistically safe to do so)
- Packaged delivery, un-box kit on-site, and remove packaging at time of delivery

Please note that those customers wishing package removal or bespoke delivery must specify and select this option at the time of purchase as the service cannot be selected retrospectively. If you require this service then you must specify the following part number on your purchase order – **9SZ19EN**. There is no cost for this service.

Scottish Procurement have also negotiated firm pricing for the following additional services. Use of these services is optional.

Service	Service Description
Image Loading	- Load a customer supplied image, up to 25GB, onto the customer device prior to delivery - Provide an imaged device of each type to the customer for acceptance prior to applying to all devices

Asset Tagging	• Apply a customer supplied or HP supplied asset tag in a position agreed with the end-user customer • Where HP supply the asset tag it will generally be 5x3cm and 100% aluminium, include 3-5 lines of data agreed with customer, which may include a bar code • Where HP supply the asset tag, a proof will be sent to the customer for acceptance prior to applying to a device • Provide an asset tagged device or picture to the customer for acceptance prior to applying to all devices. • Provide an asset management report in a format acceptable to the customer but will include asset tag number and serial number with option for MAC address
BIOS Settings	• Update the BIOS settings with customer supplied instructions for changes to default setting such as boot order prior to delivery • Provide a device to the customer for user acceptance • On approval apply the configuration to all devices
Onsite Installations and Package Removal	• Deploy the customers devices to desk Monday-Friday 9am to 5pm (excluding Scottish public holidays) • Deployments will be carried out by the provision of a service engineer • The engineers will move the devices from the delivery/storage area to the installation areas as directed by the customer site host • Devices will be unpacked and powered on • Use an installation script provided by the customer to train the engineers as appropriate • Install the devices, including power on test, in accordance with the installation scripts • The deployment to desk service assumes a 30 minute installation time and excludes data migration • Removal and disposal of packaging
De-installation and Recycle	• De-install device at desk and remove from site • Recycle products and provide appropriate SEPA documentation See below for additional Recycling Services
Quarantine of legacy kit	• Remove devices from customer site • Return to warehouse for storage for a period of up to 4 weeks • Record the assets • Provide a returns process if the customer requires the device to be returned to site

Secure Sanitation of Storage Media	- Secure sanitation of storage media to NCSC-TG-025 standard - Appropriate certification to meet public body's compliance requirements - Compliance with all environmental requirements (e.g. WEEE)

Recycling Services

HP will provide a free of charge recycling service for all HP branded electrical equipment under the WEE Directive, once the equipment has been delivered to an HP specified location (currently Erskine) in adherence with minimum quantity T&Cs.

HP will offer the same free of charge service for all non HP branded electrical equipment, where a replacement product is being provided by HP in adherence with minimum quantity T&Cs. For more information, please contact your HP account management team for support.

Microsoft Windows

All core devices supplied via the Scottish Procurement Frameworks currently ship with a Windows 10 Pro 64 bit license.

Education customers have the option to downgrade this to a Windows Home version but only if they have a Microsoft Enterprise agreement. There are various Windows Home editions that are tailored for various device families and product configurations. These upgraded configurations may result in a Window Home High End edition being required. For further information, please contact your HP account manager.

HP Warranty

Through the Scottish Procurement Framework, HP offers a standard 3 year warranty which includes next business day on-site parts and labour cover. Along with the standard warranty HP will continue to offer an exclusive and uplifted warranty service to the Scottish Public Sector, called "Priority Access Service".

Using this service is straight-forward, HP will provide customers with a specific phone number and PIN number to log their warranty calls. This PIN identifies the customer as a Priority Access Customer. Once the fault has been logged, HP will manage the call until resolved to the satisfaction of the customer and provide a clear escalation route where needed.

Further details can be found on the supplier buyers guide or obtained from your HP account manager.

5.   Frequently Asked Questions

Framework agreement

1. What is a framework agreement?

    A framework agreement is a general term for agreements which can be with either single or multiple contractors that set out the terms and conditions under which specific purchases (call-offs) can be made throughout the framework duration.

    Scottish Procurement has entered into this framework agreement with a single contractor to ensure organisations may obtain value for money in their purchasing whilst being assured that their procurement is compliant with EU procurement regulations.

    In establishing this framework agreement, Scottish Procurement carried out a competition in accordance with EU procurement regulations.

    Using a framework agreement saves time and money for organisations and ensures that the terms and conditions of their contract with the contractors are robust and follow best practice.

2. What is the framework agreement start date and what is the duration?

    The Framework commenced on 16 August 2021. The duration of the framework is two years until 15 August 2023, with the option to extend for a further two years.

3. Who can use the framework?

    It is the responsibility of any buying organisation wishing to use the framework agreement to satisfy itself that it is eligible to do so. Entitlement can be established from the terms of the Find a Tender advert (reference number: 2021/S 000-003259, Section II.2.4 of the advert refers; copy embedded below).

    "The framework agreement will be available for use by the Scottish Ministers (including Agencies), Scottish Non-Departmental Public Bodies, offices in the Scottish Administration which are not ministerial offices, cross-border public authorities within the meaning of section 88(5) of the Scotland Act 1998, the Scotland Office, the Scottish Parliamentary Corporate Body, councils constituted under section 2 of the Local Government etc. (Scotland) Act 1994, , bodies registered as social landlords under the Housing (Scotland) Act 2001, Scottish health boards or special health boards, Student Loans Company Limited, the Commissioner of Northern Lighthouse operating as the Northern Lighthouse Board, Scottish Futures Trust, Equality and Human Rights Commission, Business Stream Ltd, the Business Gateway National Unit at the Convention of Scottish Local Authorities, further or higher education institutions being fundable bodies within the meaning of section 6 of the further and Higher Education (Scotland) Act 2005, any public body established by or under the Scotland Act 1998 or any Act of the Scottish Parliament, any association of or formed by one or more of the foregoing, bodies financed wholly or mainly by one or more of the foregoing, bodies subject to management supervision by one or more of the foregoing and bodies more than half of the board of directors or members of which, or, in the case of a group of individuals, more than half of those individuals, being appointed

by one or more of the foregoing. In addition to the contracting authorities listed, the framework agreement will be available to charities entered on the Scottish Charity Register and voluntary organisations entered on the Membership Database of the Scottish Council for Voluntary Organisations."

Guidance on this can be found in Annex A of Scottish Government Guidance on Framework Agreements. If there is any doubt, legal advice should be sought.

4.   Are the framework terms and conditions subject to Scots law?

Yes.

5.   Are framework agreement details distributed to individual organisations?

Scottish Procurement will disseminate relevant information concerning the framework via sectoral Centres of Expertise, who then cascade to their stakeholders. Framework terms can be accessed via the "Scottish Procurement: Procurement Information Network" group on the secure Knowledge Hub site or via your sector representative.

6.   How will my contract be formed?

Your contract will be based on the Standard Terms of Supply (Schedule 5), which have been constructed by Scottish Procurement and which forms part of the framework agreement between Scottish Procurement and the contractor awarded a place on the framework. This will be amended to reflect the individual customer organisation, contractor, reference numbers, dates, etc. Specific requirements or variations will be recorded in the supporting schedules. It will constitute the entire agreement between you and the contractor relating to the services ordered.

7.   What about data protection?

Both you and the contractor are obliged to duly observe all your obligations under the Data Protection Regulations which arise in connection with the contract. Under the contract, both you and the contractor are asked to take all necessary precautions to ensure that all confidential information is treated as confidential and not disclosed or used other than for the purposes of the contract by your employees, agents or sub-contractors. Please refer to the Data Protection clause in the Standard Terms of Supply (Schedule 5) for further details.

8.   What if I want to amend a contract?

If you or the contractor wish to amend the contract, such amendments must be agreed between you both and formally amended in accordance with the Change Control procedures. The contract may be amended only by the written agreement of both parties. Accordingly, the service provider may not unilaterally amend the contract.

Care should be taken when considering amendments to the contract that any amendment would not substantially alter the terms and conditions to such an

extent that it could be alleged that the contract is no longer conformant with the framework agreement and therefore not compliant with EU Directives.

Service and management provisions

9. Can we dictate what products and/or services we can purchase from the contractor?

    Organisations can only select the products and services that are in scope for this framework.

10. Can we see the full specification for the service?

    Yes. The specification and service levels schedule is available. Both of these can be accessed via the "Scottish Procurement: Procurement Information Network" group on the secure Knowledge Hub site or your sector representative.

11. What are the contract management provisions?

    The framework will be managed overall by Scottish Procurement, who will be responsible for regular Contractor review meetings covering escalated issues, key performance indicators (KPIs), benchmarking and innovation. Organisations will be required to manage the day-to-day operational aspects of their contract with their contractor. Please see Schedule 4 – Management Arrangements. This can be accessed via the "Scottish Procurement: Procurement Information Network" group on the secure Knowledge Hub site or via your sector representative.

12. Is there a process for providing feedback back into Scottish Procurement on issues and the contractor's performance?

    Scottish Procurement is committed to managing, monitoring and developing contractor performance and understanding whether our contracts are delivering and meeting the needs of our customers and customer feedback is an essential part of the process. It is proposed that a balance scorecard will be utilised to monitor performance. Feedback and escalation processes will support the framework and robust Management Information from all contractors will cover several performance measures.

13. Will a copy of the contractor's catalogue be available?

    Yes - it will be available from the "Scottish Procurement: Procurement Information Network" group on the secure Knowledge Hub site

14. Will management information be provided by contractors as part of the framework?

    Yes, management information will be provided by contractors throughout the lifetime of the agreement. Management information is provided to Scottish Procurement on a quarterly basis as specified.

15. Are there performance related criteria in the new framework?

    As part of the overarching terms and conditions target key performance indicators (KPI) have been agreed.

16. Does the framework allow for community benefits?

    'Community benefits' are social considerations which include not only targeted recruitment and training, but also equal opportunities, training for the existing workforce, supply-chain initiatives, community consultation, 'considerate contractor' schemes, contributions to education, the promotion of social enterprises, and resources for community initiatives. Bidders were asked within the tender to provide details of any quantifiable wider community benefit they will bring to the framework through their approach to the delivery of Mobile Client Devices.

    Whilst not necessarily linked to the framework the contractors provide community benefits as organisations in the form of;

    - Graduate programmes
    - Apprenticeship programmes
    - Partnership with local training organisations
    - Volunteering activities
    - Staff development and training
    - Sponsoring of local sports teams and groups

17. Does the Framework consider Workforce Matters?

    For more information on 'Workforce matters' please see the attached Scottish Procurement Policy Note **SPPN 1/2015**.

Award process

19. Do I need to run a mini competition?

    No, the only route to market for a single contractor framework is through Direct Award. For high volume requirements, it is possible to request a quote from the contractor, who may be able to provide a better price than the published framework price.

    More detail can be found in Schedule 3 – Award and Order Schedule. This can be accessed via the "Scottish Procurement: Procurement Information Network" group on the secure Knowledge Hub site or via your sector representative.

Pricing and invoicing arrangements

23. How long is pricing held for?

Pricing shall remain fixed for the term of the Framework Agreement except where:

- the Bank of England US $/Sterling exchange rate has increased or reduced by more than an average of 5% over a 6 month period, a price review has been proposed and a price adjustment has been approved by the Authority,

- the Contractor, at their sole discretion, reduces the price, or

- the Authority has provided the Contractor with Benchmarked prices in accordance with Schedule 2, Price and Product Listing of the Framework Agreement.

24. I am a small organisation can I still benefit from these prices?

   Yes, the contractors published framework pricing is available to all organisations regardless of size. The prices provided are the maximum price any customer organisation using the framework agreement would expect to pay when making a call-off from this agreement.

25. How can I easily compare the prices on this framework with what I am currently paying?

   A Contractor Catalogue containing further details, including pricing, is available on the "Scottish Procurement: Procurement Information Network" group on the secure [Knowledge Hub](#) site.

26. What are the invoicing arrangements?

   Contractors have been asked to provide eInvoicing and you must pay all sums due to the Contractor within 30 days of receipt of a valid invoice.

   Interest is payable on the late payment of any undisputed sums of money in accordance with the Late Payment of Commercial Debts (Interest) Act 1998.

   Further details can be found within the Standard Terms of Supply (Schedule 5) at section 14 - Payment and Invoicing.