

Scottish Procurement

ICT Products Technology Peripherals and Infrastructure Framework: Buyer's Guide

Lot 1

SP-21-012

Contents

Section description	Page
1. Foreword and acknowledgements	3
2. Introduction	3
3. Framework overview	3
3.1 Lot 1 - Technology peripherals and infrastructure contact details	5
3.2 Framework benefits	6
3.3 Framework sustainability benefits	7
4. Supplementary information	7
4.1 eCommerce	7
4.2 Placing an order	8
4.3 Delivery options & charges	8
4.4 Core product range	8
4.5 Services	9
4.6 Warranty	9
4.7 Returns	9
5. Frequently asked questions	9
5.1 Framework agreement	9
5.2 Service and management provisions	11
5.3 Award process	12
5.4 Pricing and invoicing arrangements	13

1. Foreword and acknowledgements

Scottish Procurement delivers 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 assists public sector bodies in selecting the most cost effective products from a range of technology peripherals and infrastructure products to suit individual requirements. This will guide organisations through the selection and ordering process and provide organisations with peace of mind regarding the products purchased through the Technology Peripherals and Infrastructure Framework Agreement.

Scottish Procurement points of contact

The Scottish Procurement ICT products team contact details are as follows:

Anamaria Rehbein
Portfolio Manager
Tel: 0131 244 5749

Bryan Dodds
Senior Portfolio Specialist
Tel: 0131 244 6290

Dawn Swan
Senior Portfolio Specialist
Tel: 0141 242 5595

Jack Graham
Portfolio Officer
Tel: 0141 242 5833

3. Framework overview

The ICT products portfolio covers a wide range of ICT products through a number of specific framework agreements, listed below:

- **technology Peripherals and Infrastructure**
 - Lot 1 - IT Hardware Catalogue
 - Lot 2 - Infrastructure Projects
- mobile Client Devices
- desktop Client Devices
- web based and proprietary client devices
- office equipment

The procurement strategy recommended the appointment of a single supplier to Lot 1 and up to four suppliers to Lot 2.

Lot 1 (IT Hardware Catalogue Lot) will provide an easy route to market for end users for transactional and commonly available products through a single supplier catalogue capable of offering the complete range of products and services. Lot 1 has been awarded to **Computacenter (UK) Ltd.**

Lot 2 (IT Infrastructure Projects Lot) will provide users with the opportunity to run further competitions for high value or more complex project related requirements. Lot 2 has been awarded to **Insight Direct (UK) Ltd, Computacenter (UK) Ltd, Softcat Ltd, XMA Limited.**

This buyer's guide refers to the Technology Peripherals and Infrastructure Framework IT Hardware Lot (Lot 1). A separate document prepared for Lot 2 is also available.

The Framework will run from Monday 16th May 2022 to 15th May 2024 with the option of 2 x 12 month extension periods.

Availability

The framework agreement is available for use by all Scottish public and third sector bodies.

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. If you do not have access to the secure stakeholder site, please ensure you are registered on Knowledge Hub and complete the membership request form. Please email the completed form to scottishprocurement@gov.scot.

3.1 Lot 1 - Technology peripherals and infrastructure contact details

Pre-sales

Dedicated general email address and telephone number for any quotations and general enquiries:

scotproc@computacenter.com

Tel: 01707 639422

Named point of contact:

[Stephanie Constantinou](#)

Customer Exec Lead

Tel: 01707 639422

Orders

Dedicated general email address and telephone number for any order management and order related queries:

scotprocorders@computacenter.com

Tel: 0207 593 0709

Named point of contact:

[Hayley Swift](#)

Sales Order Management Team Lead

Tel: 0207 593 0709

eCommerce

To request an account for the [TechSource web portal](#) or any specific eCommerce queries, please contact:

scotprocorders@computacenter.com

Tel: 0207 593 0709

Customer Service Escalation

For customer service issues which require escalation please contact:

[Rio Kane](#)

Customer Team Lead

Tel: 01707 639408

[Nicolette Micallef](#)

Customer Manager

Tel: 01707 631968

Account Managers

[Gareth Gray](#)

Tel: 07385 404169

[Colin Harvey](#)

Tel: 07867 500824

3.2 Framework benefits

The benefits for public bodies using the framework are:

- the award follows a comprehensive tender exercise, under public procurement regulations, and provides an easy route to market for contracting organisations
- the framework has access to a diverse range of transactional products and associated services at market leading prices on Lot 1
- 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)

Technology peripherals and infrastructure – Lot 1

Pricing

The pricing is based on Computacenter UK's cost price per item plus the "Mark-up percentage" plus the appropriate delivery charge for the option selected by the Framework Public Body.

Savings

The framework will continue to leverage the total Scottish public sector spend, providing the opportunity to improve on discounts based on uptake and volume.

Coverage

The framework will be available to all Scottish public sector contracting authorities, regardless of size or geographical location.

Environmental

The framework will deliver against environmental objectives including reduced carbon footprint as a result of a reduction in the number and frequency of deliveries through consolidated ordering.

Process efficiency

There is no requirement for further competition allowing procurement staff to focus on strategic priorities.

Transactional efficiency

The framework will focus on the uptake and expansion of eCommerce capabilities to influence buying behaviour through the consolidation of orders and deliveries.

Management information

Computacenter can provide detailed management information which will be used to drive further efficiencies throughout the life of the framework.

3.3 Framework sustainability benefits

One of the key priorities for Scottish Procurement is to embed sustainability into all activities, so as part of this framework agreement Computacenter has committed to the following environmental, social and fair work benefits:

- maximising energy efficiency through the use of EPEAT and Energy Star certified products
- minimising waste and reducing the use and environmental impact of packaging
- minimising waste and supporting the transition to a circular economy through end of life initiatives to recover, refurbish and redeploy equipment
- reducing carbon and other greenhouse gases through order consolidation, improving delivery efficiency, reduction in vehicle mileage and use of electric vehicles
- minimising the use of hazardous materials and emissions
- operation of a WEEE compliant recycling services
- SME engagement in supply chain: Audio Visual and Video-Conferencing products will be delivered by a network of Scottish based SME partners

The following links provide further information on the Scottish Government's approach to Community Benefits.

4. Supplementary information

For Lot 1 of the 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. When completing the preamble data for Schedule 5, the Find the Tender Service reference is 030614-2021 (F10). The Contract Notice was published on 9 December 2021 (F9 and F12) and the Contractors all submitted their responses on 31 January 2022 (F13).

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

If you do not have access to the Knowledge Hub site, please ensure you are registered on Knowledge Hub and complete the Membership Request Form. Completed forms should be sent to scottishprocurement@gov.scot.

4.1 eCommerce

A specific Scottish Procurement web shop, TechSource is available and can be accessed via the Technology Peripherals and Infrastructure Framework page for the use of Lot 1.

To gain access to the new web shop please contact the customer management team at scotproc@computacenter.com who will arrange access by providing a login ID and password.

If you have any support needs, please email TechSource.migrations@computacenter.com.

Full details of how to use the Portal can be found in the Supplier Guide available directly from Computacenter or via the “Scottish Procurement: Procurement Information Network” group on the secure [Knowledge Hub](#) site. Please refer to section 4 above for access to the Knowledge Hub.

4.2 Placing an order

Orders can be placed in the following ways:

- via [TechSource](#) – Computacenter’s national Technology Peripherals and Infrastructure Framework web portal
- via your organisation’s eCommerce platform
- via the Computacenter sales team – scotproc@computacenter.com

4.3 Delivery options and charges

A range of delivery options will be available from Computacenter under this framework. Please contact Computacenter for further information.

4.4 Core product range

The full range of products is too large to provide in this buyer’s guide and Computacenter UK are continually adding to their range of available products but the scope of this framework agreement consists of the following five product groups:

Audio visual including, but not limited to:

- projectors
- interactive whiteboards
- accessories
- display screens over 24”

Desktop printers & scanners including, but not limited to:

- desktop printers (excluding MFD, wide format and VHV equipment)
- scanners
- accessories

General peripherals including, but not limited to:

- mice / keyboards / docking stations / USB ports
- webcams / headsets
- cameras
- memory
- hard disk drives
- storage

Network equipment including, but not limited to:

- routers
- switches
- hubs
- access points

Infrastructure equipment including but not limited to:

- servers
- NAS storage

The availability of stock items will be shown on Computacenter's [TechSource](#) web portal. If there are any items which cannot be found on the site, customers can obtain quotes by emailing the team at scotproc@computacenter.com.

4.5 Services

Under this Framework a number of associated services will be available from Computacenter (UK) Ltd, these include, but are not limited to:

- site surveys for AV, networking or wireless projects
- unified communications, room booking system survey and installations
- install to desk of printer/scanner (connection, power up test, software installs, removal of packaging)
- asset tagging
- bonded storage devices
- network connection of devices
- memory installs (legacy client devices)
- hard drive installs (legacy client devices)
- graphic card install (legacy client devices)
- installation of projectors or interactive boards installation of networking equipment

Any service requirement, including commercial terms, will be subject to agreement between the buyer and contractors. Contractors can also provide assistance in identifying suitable products and/or solutions which meet your business requirements.

4.6 Warranty

All products shall be fit for purpose and shall include as a minimum a 12-month manufacturer warranty from the date of delivery. Where the manufacturer's warranty exceeds 12 months, this will be provided as standard.

4.7 Returns

Under this framework there are part restrictions on the return of goods. Boxes of goods should not be opened until the customer is entirely content with the order. The Contractor should be notified within 5 Working Days of any Items ordered/delivered in error and must be returned in a state fit for resale. Items ordered in error may be subject to a restocking fee, which must not exceed 5% of the unit cost, and/or collection cost depending on the weight and/or dimensions of the product.

5. Guidance information

5.1 Framework agreement information

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, following a competition in accordance with procurement regulations. The single contractor ensures organisations obtain value for money in their purchasing whilst being assured that their procurement is compliant with 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. The framework's terms and conditions are subject to Scots Law.

Framework agreement start date and end date

The Framework commenced on 16th May 2022 and will end on 15th May 2024 with the option of 2 x 12 month periods.

Framework eligibility

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 UK Government's Find a Tender Service (FTS reference number: [2021/S 000-030614](#). Section VI.3 of the advert refer; 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, Scottish Fire & Rescue Service, the Scottish Police Authority, Scottish health boards or special health boards, all NHS Scotland, The Integrated Joint Boards established further to the Public Bodies (Joint Working) Act 2014, bodies registered as social landlords under the Housing (Scotland) Act 2001, Student Loans Company Limited, the Forestry Commission, the Commissioner of Northern Lighthouse operating as the Northern Lighthouse Board, 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.

Read [more information about Scottish public bodies](#). Information about the Review of Public Procurement in Scotland and links to the other Centres of Expertise can be found [here](#).

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

Framework Agreement – detail distribution

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.

Contract formation

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.

Data Protection

Both you and the contractors 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.

Contract amendment

If you or the contractor wishes 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 Contractor 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 Procurement Directives.

5.2 Service and management provisions

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

Full specification of service

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.

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. 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.

Escalating to Scottish Procurement

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. Feedback and escalation processes will support the framework and robust Management Information from all Contractors will cover several performance measures.

Any comments or feedback regarding the contractor's performance should be submitted to the Scottish Procurement Points of contacts listed on section 2 of this document.

Contractors catalogue

A copy of the Contractor's catalogue will be available from the "Scottish Procurement: Procurement Information Network" group on the secure Knowledge Hub site.

Management information

Management Information will be provided by Computacenter throughout the lifetime of the agreement. Management Information will be provided to Scottish Procurement on a quarterly basis as specified.

Performance related criteria

As part of the overarching terms and conditions target key performance indicators (KPI) have been agreed and are monitored through a Balanced Scorecard approach.

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. Tenderers 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 Technology Peripherals and Infrastructure products and services.

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

Workforce matters

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

5.3 Award process

The only route to market for Lot 1 of this 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.

Further details on running a mini competition can be found in the Lot 2 Buyer's Guide.

5.4 Pricing and invoicing arrangements

The pricing of individual products may fluctuate, however, Computacenter will attempt to mitigate the impact of fluctuations to ensure they deliver value for money to Framework Public Bodies.

A price review process will be initially based on the Basket of Goods submitted at tender submission. Thereafter the price reviews will be conducted by Computacenter on the top 100 items by both value and volume sold in the previous three (3) months.

Where an item has increased in price in excess of 5% in any one month or greater than 5% of the average item cost over three (3) consecutive months, Computacenter will alert Scottish Procurement and provide written justification for the increase.

The Contractor's published framework pricing is available to all organisations regardless of size.

Price comparison

Framework pricing is available via the Computacenter [TechSource](#) web shop. This can be accessed by contacting Computacenter at the details stated previously.

Invoicing arrangements

Contractors have been asked to provide eInvoicing and payment via Purchasing Card (if required) and Framework Public Bodies 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.