

Scottish Procurement: web based and proprietary devices framework

SP-22-020

Buyer guide

Version 1.0

1 March 2024

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.

Introduction

This guide aims to assist public sector bodies in selecting the most cost-effective products from a range of web based and proprietary 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 Web Based and Proprietary Devices Framework Agreement.

Scottish procurement points of contact

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Supplier points of contact

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

Internal account Managers (first port of call for day-to-day queries);

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Framework overview

Scottish Procurement developed a national approach for the procurement of Web Based and Proprietary Devices which resulted in the award of a single supplier Framework Agreement to XMA Limited (XMA).

The Framework commenced on 1 March 2024 and will end on 28 February 2027. There is a 12-month extension option, giving a maximum contract duration of four years.

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 can be accessed via the "[Scottish Procurement: Procurement Information Network](#)" group on the secure [Knowledge Hub](#) site.

If you do not have access to the [Scottish Procurement: Procurement Information](#)

[Network](#) site, please ensure you are registered on Knowledge Hub and complete the membership request form.

Please email the completed form to scottishprocurement@gov.scot

Framework scope

- a range of web-based devices (Chromebook and SE devices)
- a range of proprietary devices from Apple, Microsoft
- open-source tablet devices
- a range of thin client devices
- handsets (device only) and wearable device
- device accessories
- deployment services
- consultancy and enhanced training support
- applications associated with framework device/accessory purchased

Framework benefits

The benefits for public bodies using the Framework are:

- ease of use: this award follows a comprehensive tender exercise and provides an easy route to market for contracting organisations. as a single supplier arrangement, there is no need for further competition with a compliant and easy route to market for Scottish public sector 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

Devices

- savings: product pricing is significantly lower than current market pricing

- fixed pricing: fixed pricing is agreed for the duration of the framework for web-based devices (Core Chromebook and Core SE Devices) and fixed discount rates are agreed for the duration of the framework for Proprietary (Core Apple and Microsoft Devices) and Non-Core Basket devices (Apple Devices, Microsoft Devices, Handsets (device only) and wearable devices, open-source tablets), providing budget certainty for public bodies
- Product range: To provide flexibility and choice, the products are supplemented by a range of complementary devices, upgrades, downgrades, accessories and services
- Applicability to use: 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

Climate and sustainability

One of the key priorities for Scottish Procurement is to embed sustainability into all activities, so as part of this Framework agreement the supplier 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. All core devices are a minimum of EPEAT Silver and Energy Star 8.0 compliant
- accreditations: XMA Limited are accredited to ISO 27001 and Cyber Essentials Plus
- product lifecycle: all products are required to meet or exceed the minimum of Electronic Product Environmental Assessment Tool (EPEAT) Gold (Proprietary) or Silver (Web based) compliance, with documentation supplied by the manufacturer to support this
- management of delivery fleet: all deliveries managed in order 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
- innovative packaging: to embed a focus on waste minimisation and a more circular approach, packaging specification included:
 - provide innovative packaging options such as zero packaging, reduced packaging and sugarcane delivery bags

- 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. XMA Limited is also an accredited Real Living Wage employer

Community benefits

XMA are committed to investing in Scotland and examples of community benefits are:

- provision of career ready internships through the framework lifecycle
- work with the Prince's Trust Scotland to upskill and share knowledge with Scotland's communities
- partnership with Ocean Conservation Trust providing e-learning and curriculum learning on the Ocean
- sponsorship of digital festivals
- sponsorship of Junior Football Teams to allow them, to buy kit and equipment
- charitable donations. when XMA staff receive their length of service award a significant charitable donation is made, when this is given to staff in Scotland this will be made to a Scottish charity
- XMA encourages their employees to take a full day to support a community project or charity of their choice
- donations to local charities such as homelessness, to donate winter essentials

Read more about [our approach to sustainable developments and community benefits](#).

Supplementary information

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

In either case, 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 via the online portal or via e-mail to the XMA contacts provided. 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
- framework reference: SP-22-020
- contact details
- date
- any additional services required e.g. the Contractor must provide basic device / software training (if required), to assist Framework Public Bodies and device users in the deployment and use of devices / software

eCommerce

The preferred method for placing Orders is directly through the XMA 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 your Framework Account Manager to discuss your individual eCommerce requirements or you can [self-register here](#). A Supplier Catalogue is available directly from XMA or via the “[Scottish Procurement: Procurement Information Network](#)” group on the secure [Knowledge Hub](#) site.

Turnaround times

Please find the delivery turnaround times below:

- unless otherwise agreed by the Authority, maximum lead times for standard core devices will be 20 working days from receipt of a valid Purchase Order
- non-standard configurations and additional services will each incur an additional 5 working days lead time, taking the maximum to 30 working days.

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 and tailored services

XMA can offer a number of services to assist in the deployment of devices in your organisation as follows:

- imaging
- asset tagging
- installation to desk
- bonded storage
- portal and device training
- consultancy and enhanced training support
- zero touch installation i.e. autopilot
- secure sanitation of storage media
- bespoke delivery (including non-business locations such as home delivery)
- package removal

Please contact your Account Manager for further information.

Warranty

XMA Framework Warranty Cover

Every device offered on the framework includes a collect and return warranty managed, on behalf of framework customers with the vendors, by XMA. For Apple the additional warranty (which takes you from the standard 1 year to 4 years) can be removed – please discuss with your Account Manager.

That means if something goes wrong that the supplier can't help you with over the phone, they will arrange to have the device collected, repaired and returned to you.

If a problem develops with any device purchased through the framework, call the [XMA help desk](#) on the number below. The supplier may ask you to perform some basic troubleshooting that could get you back up and running immediately, but you should have the following information to hand:

- serial number of the faulty unit
- location of the faulty unit
- description of the fault
- contact details

Call: 01727 201 850 Monday to Friday: 08.00 - 18.00

If you prefer to e-mail with details of the problem, use the address below:

Email: hardwaresupport@xma.co.uk

These details should also be used to report any devices that are Dead on Arrival (DOA) i.e. they do not function as expected out of the box, within 30 days of delivery.

Full information in relation to warranty is covered in the Supplier Guide held on The "[Scottish Procurement: Procurement Information Network](#)" group in the Knowledge Hub.

More Information

About framework agreements

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.

Framework agreement start dates and durations

The Framework commenced on 1 March 2024 and will end on 28 February 2027. There is a 12-month extension option, giving a maximum contract duration of four years.

Who can use the framework

Entitlement can be established from the terms of the [Contract Notice](#), Section II.2.4 refers. It is the responsibility of any buying organisation wishing to use any framework agreement to satisfy itself that it is eligible to do so.

Further 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 terms and conditions are subject to Scots law.

Distribution of framework agreement details

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.

How my contract will 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.

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.

Amending contracts

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.

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

Viewing full service specifications

You can see the specification and service levels schedule for the service. Both of these can be accessed via the "[Scottish Procurement: Procurement Information Network](#)" group on the secure [Knowledge Hub](#) site or your sector representative.

About 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.

Providing feedback

Scottish Procurement is committed to managing, monitoring and developing contractor performance. 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 used to monitor performance. Feedback and escalation processes will support the framework and robust Management Information from all contractors will cover several performance measures.

Contractor's catalogue

You can access a copy of the contractor's catalogue from the "[Scottish Procurement: Procurement Information Network](#)" group on the secure [Knowledge Hub](#) site.

Management information

Management information will be provided by contractors 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.

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 to provide details of any quantifiable wider community benefit they will bring to the framework through their approach to the delivery of Web Based and Proprietary Client Devices.

Workforce Matters

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

Mini competitions

You do not need to run a mini competition. 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

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

- the 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 the Schedule 2, Price and Product Listing of the Framework Agreement

Small organisations

Small organisations can still benefit from these prices. 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.

Price comparison

A Contractor Catalogue containing further details, including pricing, is available on via the “[Scottish Procurement: Procurement Information Network](#)” group on the secure [Knowledge Hub](#) site. This will enable comparison with prices.

Invoicing arrangements

Contractors have been asked to provide invoicing 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.