

IT Peripherals

ITT – Schedule 1b (Technical Response) – IT Peripherals

Tender Reference: SP-17-021

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1. SECTION 1 - INSTRUCTIONS

○ INSTRUCTIONS

Unlike the Qualification Response, the Technical Response does not contain any questions linked to the information contained in the Supplier Profile.

The Technical Response contains questions relating to the Framework Agreement and supporting Schedules. All questions should be answered using this template provided, which should then be attached to the question titled 'Technical Response' in Section 2.1 of PCS-Tender, question 3. Please ensure you have answered all of the questions in the template before uploading and submitting your response. The 'Technical Response' question has been set as mandatory so the system will not allow you to submit your tender without first attaching your response document.

Please enter your response to each question within the boxes provided on the template. These will expand to accommodate your full response; however, Tenderers should aim to keep their answers as concise as possible. You are not required to provide a response directly into PCS-Tender for any of the questions contained in this document. These are in the PCS-Tender system to allow the evaluators to score each response individually.

Tenderers should answer each question contained in this document, with a specific focus on the scope of the IT Peripherals Framework. Tenderers must be able to deliver on every aspect of their Technical Response.

Only the information contained within the template tender submission will be evaluated. Any additional documentation uploaded in support of this technical questionnaire will not be considered. Tenderers must not embed documents or URL links in this template.

The document "*ITT - Instructions to Tenderers – IT Peripherals*" provides further information about the scoring and weighting of each section and the questions contained within, and is located in the General Attachments area of PCS-Tender.

Where applicable, Tenderers should identify any Contractor Sensitive Information contained within their Technical Response (as per clause 18 of the Framework Agreement) in document *ITT - Schedule 7 (Contractor Sensitive Information) – IT Peripherals*. The information will be used by the evaluation panel to score the response, with all evaluators required to complete and sign a confidentially, non-disclosure and conflict of interest declaration prior to being given access to the Tenderers responses.

This document will form part of the overall Framework Agreement; however, winning Tenderers will be given the opportunity to redact any details of a commercially sensitive nature (e.g. other Customer case studies) they do not feel is appropriate in the contract document.

FRAMEWORK MANAGEMENT (25%)

Framework Implementation (20%)

The Contractor will be expected to receive orders immediately following award of the framework agreement.

The Contractor must have a robust Mobilisation Plan for commencing the framework, and therefore should provide their proposed mobilisation plan including allocation of resources to meet the immediate commencement of this framework.

Tenderers should also describe how they will implement and ensure the success of the framework agreement across the Scottish Public Sector. Tenderers must provide details of how they would propose to market the Framework Agreement, and include an outline marketing plan for the duration of the framework.

Tenderers should also demonstrate, with examples, how their experience in supporting Customers, to identify suitable products and/or solutions which meet their business requirements, will be applied to this Framework.

Detail any assumptions, dependencies, expected risks and issues and how these will be mitigated.

Response:

Computacenter has long, successful heritage in the UK Public Sector, with over 16 years' experience in framework mobilisation, management, marketing, driving and enhancing adoption. This focus has shaped our business internally, in terms of people, knowledge and processes thus ensuring we are primed for taking on significant framework agreements. Scottish Procurement can be confident working with Computacenter as a partner to mobilise the framework in the most efficient way possible from contract commencement. We have managed many frameworks in terms of scale, scope and complexity- ranging from the original GCat Framework, through GPS RM717 ITMS, RM721 CITHS, RM1054, RM1058, RM1498 to the current RM1043 iv and RM3733. In terms of regional Frameworks, we are incumbent suppliers on National Procurement Service Wales Framework and the Scottish Digital and Technology Services (DaTs). Our extensive experience of Framework agreements and resources we have aligned to our Public Sector business will enable us to take on the Framework smoothly, manage and execute Framework sales campaigns from contract commencement.

From day one, we will be able to receive and process orders for any products in scope of the Framework, with all special bid pricing available to all Framework Public Bodies. While the initial engagement with Customers will be via e-mail or fax, after the 6-8 week transition we will have our Connect e-procurement solution operational. Each Framework Public body will be able to access the full basket of goods and customise the procurement portal to meet their specific requirements.

Mobilisation plan

Throughout our engagement with Scottish Procurement this year, we have developed a deeper knowledge of the Framework scope and scale, this will enable us to comprehensively prepare for the Framework commencement.

We will mobilise the Framework through a project management led approach and our PRINCE2-based TEMPO methodology that includes;

- [REDACTED]

Based on our extensive Framework experience, we have defined a best practice, Business Take on approach, with policies and procedures that will reduce the risk of change for Scottish Procurement through;

- Engagement with key Scottish Procurement personnel to ensure a smooth transition to the new service – covering all aspects of contractual obligations such as management

reporting, e-Commerce, catalogue creation, invoicing structures and the creation of a Buyer's Guide.

- The definition and launch of sales and marketing programmes focussed on increasing awareness of scope, with new and existing Customers of Computacenter.

The BTO phases are shown on the table below;

- [REDACTED]

From contract award, we will initiate our BTO (business take on) process engaging with Scottish Procurement.

In addition, we will begin engaging with the Framework Public Bodies providing them with a buyer's guide and contact details for Computacenter. We will create new Customer accounts for all the Framework Public Bodies and start to provide them with access to our e-commerce solution, Connect.

- There will be a dedicated team aligned to the business take on process. [REDACTED] will take accountability for the process outlined above. They will be supported by;
- [REDACTED]

Assumptions, Dependencies and Risks

To set up Customer accounts and give key contacts access to the e-procurement system, we would require the Customers to engage with Computacenter to provide contact details. We may also require basic information such as invoicing addresses if the Customer is not currently trading with Computacenter. We would therefore be dependent on the Customers providing us with this information to meet the timescales outlined.

We are keen to engage with Scottish Procurement on a daily basis to ensure our Framework take on and mobilisation plan is executed effectively. Should we experience communication challenges with individual Customers, we will work collaboratively with Scottish Procurement to make introductions and encourage engagement.

Implementation of the Framework agreement

As outlined above, we will have a significant team engaged throughout the BTO process. These individuals and teams will also be involved in the day to day running of the Framework. Creating awareness of the Framework and business development activities will be undertaken by [REDACTED]. They will be supported by the Edinburgh Inside Sales Team who will be the point of contact for quotes and orders.

We will arrange to meet existing and new Customers to educate them on the scope of the Framework categories, ensure Customers have all the relevant contact information in terms of telephone numbers, fax, group mailbox, and familiarise them with our E-procurement platform, Connect. Many of our Scottish Public Sector Customers have used this Framework in the past and as they will already have all of the relevant information on how to engage Computacenter; we would expect them to be early adopters of the Framework.

We will run on-going webinars to educate Customers on our Connect E-Procurement tool, helping them understand how to use the system as well as giving them an understanding of how the portal can be customised to meet their requirements. We want to make it easy for Scottish Procurement Customers to interact with Computacenter and we hope this activity will enhance user adoption and the reputation of the Framework across the Framework Public Bodies.

For our marketing plan, we will execute against the following campaigns over the duration of the Framework:

Launch Phase – Marketing Plan

During this phase, we will supply information rich content served through a variety of marketing activities. This will make Customers aware of the Framework, educate them on what they can use the Framework to purchase, and give them access to the information they need for successful procurement.

The marketing activities which will take place during the launch phase will include;

- **Press Release** – This is created in collaboration with Scottish Procurement.
- **A complete buyers guide** – [REDACTED]
- **Framework Road Show at key locations** – [REDACTED]
- **Newsletter** – [REDACTED]
- **Downloadable seminar/webinar** – [REDACTED]
- **Exhibitions, Seminars and Conferences** – [REDACTED]

Duration of the Framework – Marketing Plan

It will be important to keep Customers who use the Framework regularly updated and aware of any changes. The marketing activities which will take place throughout the duration of the Framework will include;

- **Newsletters** – [REDACTED]
- **Case Studies** – [REDACTED]
- **Vendor and Supplier Presentations** – [REDACTED]
- **Webinar/seminar update** – [REDACTED]
- **Updates to buyer guide** – [REDACTED]
- **Technology led sales campaigns** – [REDACTED]
- **Bi-yearly survey** – [REDACTED]
- **Professional Account Management** - [REDACTED]

Examples and experience of supporting our Customers

Our size and scale will ensure that the Customers procuring under this Framework will have access to the best possible advice in order to select the appropriate solution. [REDACTED] Computacenter is uniquely placed to offer Scottish Procurement Customers this depth of resource, combined with a local Edinburgh office staffed by Technical, Engineering and Sales staff.

Technical Specialists –

Our Specialists deliver technical advice on products, benchmarking, product comparisons/alternatives, roadmaps and evaluations. [REDACTED]

Consultants –

For particular items, our Technical Specialist may call on our Consultancy practice. This team comprises of around 400 experts and covers a wide range of technology areas and advisory services. [REDACTED]

Partners –

In addition to our own in-house expertise, our Technical Specialists have direct access to the distribution channel and Original Equipment Manufacturers (OEM) experts. [REDACTED]

Pre-sales –

Your dedicated Account Managers also have access to extensive pre-sales resource should the Customer wish to focus on a specific project or technology migration/integration. Pre-sales expertise is best used to assist in respect of the wider picture; on how technology influences and is influenced by infrastructure decisions such as mobility and agility. [REDACTED]

Work-style Profiling (technical and product choice) –

Technical advice also extends to aligning the business need to the correct user and the associated technology. Work-style profiling is a concept adopted by IT departments and across our business to define and align job functions to technology and software requirements – functionally and technically. [REDACTED]

Analysing initial requirements –

We work with Customers to define/refine requirements which will act as the baseline for us to identify possible or better value alternatives. We advise on alternate solution and options by

facilitating vendor agnostic scenarios. These scenarios are based on different technologies and will identify alternative cost and outcomes for your projects. [REDACTED]

Technology fit for purpose –

Testing the technology is fit for purpose is defined by the business case. Customer references, testimonials and retention, act as a guide to the effectiveness of the value we deliver. Value added services that demonstrate the appropriateness of technology can be evidenced in the following way;

[REDACTED]

We have provided below a number of Customer examples to illustrate the range of services that we provide which we would look to leverage for Customers under this Framework.

[REDACTED]

Assumptions, dependencies and risks

Public bodies in Scotland will provide the relevant information in order for Computacenter to create the necessary system accounts for general order processing and eProcurement.

Framework Management Team (20%)

Tenderers must describe the systems and procedures their organisation will have in place to deal with Framework Public Body requests for Goods, including advice, pre-sales information and the provision of quotations.

Tenderers should clearly describe how they will deliver and support the management of the framework. Responses should include a description of how the dedicated Framework Manager and Account Management Team will operate in practice to build and maintain relationships with Scottish Procurement and Framework Public Bodies to deliver, monitor and improve the management of the framework in accordance with the KPIs and Balanced Scorecard. Clearly outline the responsibilities and accountabilities of the dedicated Framework Manager, including the level of accountability and authority they will have in the organisation's structure.

Outline the Account Team's experience in managing similar frameworks, specifically focussing on the successful implementation of new initiatives, changing Customer practices, communicating the benefits to those changes and achieving shared objectives.

Please demonstrate the robustness of system procedures in ensuring a consistent level of service is delivered to all Framework Public Bodies.

Response:

Computacenter has been delivering and managing Framework agreements for over 16 years. This includes Crown Commercial Service Frameworks in addition to the Scotland Digital and Technology Services (DaTS) Framework.

We will provide a number of account management and Framework management functions in order to maintain high standards of audit, compliance, management information (MI) with a continued focus on Customer service and satisfaction.

Due to the size of our Framework business [REDACTED] we have the following team of people who will be support the operation and management of the IT Peripherals Framework;

[REDACTED]

Executive Sponsor

[REDACTED] is our UK Public Sector Director reporting into our UK Managing Director, [REDACTED]. [REDACTED] is responsible for growing all aspects of the hardware, software, services and solutions we deliver across the UK Public Sector. He will be accountable for underlying growth and services delivered through the IT Peripherals Framework. [REDACTED]

[REDACTED] is the Head of Regional Government for Computacenter and is based in Edinburgh. [REDACTED] will be accountable for all sales and Customer satisfaction under the IT Peripherals Framework. [REDACTED] along with the Account Managers will own the relationship with Scottish Procurement and the Framework public Bodies. They will manage campaigns to drive growth and increase adoption of the Framework.

Public Sector Sales & Framework Operations Manager

[REDACTED] is Computacenter's Public Sector Sales & Framework Operations Manager, she is a member of the Public Sector leadership team and reports directly into [REDACTED].

[REDACTED] will accountable for compliance and continual improvement throughout contract period. She will oversee our contractual obligations and will be responsible for producing Management Information and any audit requirements with the assistance of [REDACTED]. This means that the information will be managed consistently across all Frameworks.

[REDACTED] will oversee the governance of contract performance against KPI's and Balanced Scorecards. [REDACTED], with the assistance of the Account team will own the relationship with Scottish Procurement and will be accountable for the delivery and improvement against these metrics.

Account Management

The Scottish Public Sector Account Team consists of [REDACTED]. [REDACTED] During their time with the company they have worked to raise Computacenter's profile across Scotland, delivering growth and enhancing Computacenter's reputation.

[REDACTED] will be responsible for developing and managing relationships with the Scottish Public Sector organisations. They will be involved in the launch activities of the Framework as well as the ongoing promotion of the Framework into their respective accounts across Scotland. They will be responsible for growing the Framework across Scotland. They will work closely with [REDACTED] to ensure Framework compliance while maintaining a focus on Customer satisfaction. [REDACTED].

While standard product information will be provided by the Inside Sales Team, [REDACTED] will work with Customers on the more complex product and/or service requirements. They will engage subject matter experts as required, pulling on both internal resources as well as engaging the wider vendor community. This will help Framework public Bodies make informed product decisions prior to purchase therefore enhancing the reputation of the Framework.

Customer Executives (Inside Sales Team)

We have a team of Customer Executives, based in our Edinburgh office, led by [REDACTED]. The Inside Sales team will be responsible for the day to day running of the Framework. They will be the initial point of contact for Scottish Procurement and all Framework Public Bodies. They will be contactable either by phone, a dedicated email address or through the Connect e-Procurement system. The team will handle standard product enquiries, provide quotations, process orders and can offer guidance to assist Customers to use Connect. In addition the team will be able to help with order tracking and answer any order queries that the Framework public Bodies may have. [REDACTED].

The inside sales management team will be the first point of escalation should any issues arise. For transparency we have included the below diagram which shows the escalation path which will be in place for Scottish Procurement should it be required. All contact details will be provided on award of the contract.

[REDACTED]

Workplace Technology Specialist

[REDACTED] is responsible for the growth of Workplace hardware and supply chain services within the Scottish region.

[REDACTED] is responsible for the technical compliance of the hardware and services in the bid and for the period of the contract. He will be involved in launch activities and the ongoing promotion of the Framework. [REDACTED] with the more complex Workplace product and service requirements providing technical knowledge and expertise. [REDACTED] will be involved in pre-sales activities providing to help Framework public Bodies to identify solutions that meets their requirements. We believe having this dedicated resource in Scotland differentiates Computacenter from our competition and will help us raise the profile of the Framework, will increase Customer satisfaction and drive user adoption as their will be technical advice and guidance available before Customers procure. [REDACTED]

Network Solutions Specialist

[REDACTED] is responsible for the growth of Networking and Security hardware and supply chain.

[REDACTED] more complex networking product and service requirements and is able to engage Computacenter consultants to assist with Network design and implementation planning. Computacenter has approximately 20 consultants in the UK who specialise in networking and an additional 11 consultants who specialise in Security. [REDACTED]

Supporting Team

UK Public Sector Commercial Manager

[REDACTED] to ensure commercial compliance from a vendor and Customer perspective. She is responsible for guiding Account Managers and Specialists to deliver the most cost effective services and solutions.

Marketing Managers

Computacenter has a team of Marketing Managers who will assist the Account team to promote the IT Peripherals Framework. They will help produce marketing materials such as Framework Procurement guides and Connect E-procurement user guides. In addition, they will help produce product catalogues, not only will this help increase awareness of the Framework but it will encourage consolidated product spend across the Framework public Bodies which will in turn drive cost savings.

E-Commerce Specialist

[REDACTED] will be aligned to the contract and with the assistance of [REDACTED] they will be responsible for the e-procurement system, Connect. [REDACTED] will engage with Scottish Procurement to run initial workshops and agree product catalogues which will be displayed to all Framework public Bodies [REDACTED].

[REDACTED]

Following the initial launch period, [REDACTED] will remain engaged with Scottish Procurement and the Framework public Bodies to help individual users customise the portal to suit their requirements as well as overseeing the management of the e-procurement portal.

Organisational Chart

The Organisation Chart below shows all the key individuals who have been mentioned in response to this question. They will all contribute to the success of the Scottish Procurement IT Peripherals Framework;

[REDACTED]

Connect, e-Procurement

In addition to the personnel that will be aligned to the contract, Connect, Computacenter's e-Procurement system will be provided to assist Scottish Procurement and all Framework public Bodies. The system allows Customers to view product information, obtain quotes, place and track orders and also has reporting capabilities. An overview is provided below.

The Connect portal is simple and intuitive to use. We work with Customers to ensure that the agreed layout and content gives the most efficient and informed Customer experience. We can use Framework branding, fonts and colour schemes along with links to useful Framework knowledge articles and documents.

[REDACTED]

- **Catalogue Content** - The catalogue content will be tailored to the Framework. Computacenter can also provide dedicated content for public Bodies who require a tailored list of products for their users.
- **Search Functionality** - Users can search using either the product catalogue on the left hand side or by entering free text in the search box. The search box will present the user with top results for their search by both product and category

[REDACTED]

- **Product Information** - Connect receives rich product information from CNet including dynamic documents, images and videos on the products where available giving the user more information to make an informed purchase
- **Product Bundling** - Products can be grouped into bundles to make purchasing more efficient, allowing users to add multiple items to their baskets with one click. These bundles can be setup at Customer level so can be specific to Framework Bodies if required

- **Stock Availability** - Product availability shown clearly on the portal

[REDACTED]

- **Delivery Options** - Delivery charges applicable will be shown in the portal and included in the basket
- **Promoting Specific Products** - [REDACTED]

[REDACTED]

- **Saving & Discussing Quotes** - Users can add items to their baskets and save the basket as a quotation which will be stored on the portal. Users can return to the quote and place the order, make changes, or export the quote via email or save it locally. [REDACTED].
- **Quotation Requests** - Requesting a non-catalogue quote is quick and easy via a form within the portal to allow users to quickly contact the sales team for a quote. The quote can then be retrieved from the portal by the user and easily ordered.
- **Reporting** - Connect offers extensive self-serve reporting on orders, quotes, bundles, serial numbers in simple Excel format. Reporting access can be granted to key users within the Framework Bodies. Any additional information captured on quotes and orders such as Cost Centres will show on reports.
- **Self-Registration** - [REDACTED]
- **Ordering Methods** - Orders can be accepted via the following methods;
 - cXML orders
 - via Connect web-shop directly (secure online ordering portal)
 - Email –Post - Fax
- **cXML Orders** - Computacenter can receive the order requests in cXML format, allowing the requests to be loaded directly into Computacenter's online ordering tools. This enables the products to be secured efficiently, resulting in a prompt Customer delivery. The set-up of cXML ordering for will be driven by the eCommerce Consultant and Integration team.
- **Ordering via Connect Web Shop** - For Framework Public Bodies who will access the secure webshop orders can be placed directly on the portal. The Purchase Order reference can be entered by the user or auto-generated by the portal. Frequently used delivery addresses can be prepopulated on the site with the ability to enter a free text address also. Information such as cost centres and accounting codes can be captured at point of ordering. Payment can be either via credit card or account. Drop down's can be added to ensure the users have agreed to the Terms and Conditions of the Framework before placing an order

Cost Centre*	<input type="text"/>
Requester Name*	<input type="text"/>
Schedule 5 T&C's*	<input type="text" value="Please choose"/> <input type="text" value="Please choose"/> <input type="text" value="I accept"/> <input type="text" value="I do not accept"/>

- **Email / Post / Fax** - Dedicated addresses will be given to the Framework Customers to send orders to. All orders are logged on the Computacenter system and processed to agreed SLA/

Invoicing

Computacenter can confirm that we compliant as we already submit approved PDF format invoices by email to Scottish Government this will ensure that from day 1 any Customer we onboard will be compliant with the requirements for electronic invoicing.

We can also offer full integration including cXML invoicing. [REDACTED]

Improve the Adoption of eCommerce Methods

Computacenter will proactively monitor Framework order volumes and types and will work to identify and assist Bodies with the adoption of eCommerce procurement methods. We will invest in the promotion, deployment and integration of our eCommerce model in order that more Framework Bodies benefit from the efficiencies.

Experience of Frameworks

At Computacenter, we have over 30 years' experience in successfully delivering IT services and solutions to 100's of Public Sector Customers. We have over 16 years' experience on all Crown Commercial Service (CCS) Frameworks including PSN, G-Cloud and CITHS. We are financially stable, a UK tax payer, and all our decision making is made in the UK. This means we can offer flexible and pragmatic commercials and advice designed to support the key IT objectives of Government Customers across the UK. Computacenter is currently a supplier on the following CCS Frameworks;

- Technology Products 2 (RM3733)
- Technology Services 2 (RM3804)
- G-Cloud 9 (RM1557ix)
- Digital Outcomes and Specialists (DOS) 2 (RM1043iv)

For consistency of management across all the Frameworks on which Computacenter operates, we have the same Executive Sponsor, [REDACTED]. To date we have always achieved the top level of compliance from CCS following audits, Green status.

In addition to Computacenter's experience running Frameworks, [REDACTED].

Driving Value through Changing Behaviours

Computacenter currently operate a peripherals catalogue, Computacenter Recommends (CCR) which is available to all our Public Sector and commercial Customers. The catalogue features a range of products that Computacenter buys in bulk to secure the best levels of discount with the savings being passed on to our Customers. The account teams already work with our Customers to promote these products, highlighting the benefits, not only are there cost savings, all CCR products are readily available.

In addition, Computacenter's hardware procurement management is [REDACTED]

Product rationalisation will start with Computacenter assessing our "Computacenter Recommends" range of products and adapting to suit the needs and requirements of our Customers. [REDACTED].

The products in Computacenter Recommends have been specifically chosen for 3 main reasons;

Right Product

- We select and test products in-house to ensure they are the best available in the market.
- We test the after sales and warranty processes offered by each vendor to make sure that our end users will be fully supported.
- We roadmap products to ensure they have a long lifecycle allowing our Customers to strategically standardise.

Right Price

- We demand exclusive pricing from our chosen vendors
- We leverage our scale across our entire European Group to negotiate market leading pricing.
- We continually benchmark these products to ensure best possible value for money

Right Away

- We hold and actively manage stock of these products

- We also hold contingency stock in our distribution network
- We provide next business day delivery to the majority of Scotland

Once we have a clear view of performance and spend profiles, we look to target end users to explain the value of product and vendor consolidation. Typically we will choose categories where there are a wide number of vendors supplying the same or similar products. We will engage with these vendors to identify common products and, where possible, identify a Computacenter Recommends product before approaching the Customer and clearly explaining why they could make the move technically as well as explaining the cost savings in doing so. Where it is not possible to identify a Computacenter Recommends product or another vendor has a more suitable product we will make that as the appropriate recommendation.

Supply Chain (40%)

Tenderers should describe the capacity of their supply chain in meeting the requirement as detailed in Schedule 1a (Statement of Requirement and Key Performance Indicators), across all Framework Public Bodies. In particular, Tenderers should describe how they will respond to fluctuations in demand and spend such as financial year end, and how they plan to overcome these challenges e.g. the use of sub-contractors, SMEs or supported businesses.

In recognition of the volatility in current global markets, the Tenderers should describe the sustainability of their supply chain relationships in relation to continuity of supply, financial management and governance processes and the overall stability of pricing. Tenderers should include how these risks and issues are mitigated.

Tenderers should also provide details of any qualifications or certifications relating to their standing with their supply chain partners.

Response:

Computacenter has the supply chain capacity and capability to meet and exceed the requirements of this Framework as detailed in Schedule 1a. We are Europe's largest value added reseller as published in the annual Channelweb CRN report with our long term financial stability being evidenced in our share price. We have the scale, facilities and partnerships beyond any of our competition ensuring that we can adequately cope with fluctuating demands and spend in key periods such as financial year ends.

What differentiates us from other competitors is that we have the facilities to hold stock that would otherwise be unsecured. [REDACTED].

Computacenter is a UK headquartered company with a flat management structure and over 30 operational years' experience. We have the agility and responsiveness of a small organisation but with a global presence on the supply chain stage. This allows us to influence supply, manage supply chain issues, deliver consistent service and reduce the impact of external factors.

Responding to fluctuations in demand and spend

[REDACTED] we are sure that we can meet any expected or fluctuating levels of demand and spend including financial year-end spikes.

Our scale and facilities differentiate us from our competition as our stock holding capability eclipses that of all our competition [REDACTED] at financial and Government year ends.

Our National Operations Centre Warehouse Management Control System (WMCS) manages the link between goods in, storage and processing out to our delivery partners. WMCS processes real time availability of stock inventory and is ISO9001, ISO14001, ISO27001 and ISO20000 compliant. This system processes, tracks and manages 3,500 items every hour, enabling us to meet with any seasonal demand.

We can offer our Customers a [REDACTED]. We can also offer [REDACTED]. We provide this service for the majority of our Customers including [REDACTED].

Additionally, we have a view of stock holding throughout our distributor channel and the ability to ring-fence products for Customers, based on forecasted data and trend analysis. This further shields us from the effects of fluctuating demand.

We can respond to fluctuating demands for deliveries. [REDACTED] delivering volume efficiencies that drive down supply chain overheads. In addition, we have [REDACTED].

Our National Operation Centre has [REDACTED] therefore we can respond to fluctuating demands for close to box services such as asseting, imaging and configuration.

We understand that there will be circumstances where external factors influence the supply chain. Some will be known or anticipated and others will be unknown requiring reaction e.g. a shortage of components.

Here are some examples where we have previously managed the supply chain;

- Over the course of 2017 there have been shortages of OEM and 3rd Party DRAM and NAND memory. Our Group Partner Management and our Component Analysts, who monitor the markets in the Far East, engaged with the vendors to assess the impact on our supply chain. Through careful account management and forecasting, we were able to take a position on stock holding in line with upcoming Customer requirements meaning that delays and price rises have been minimised for our Customers
- Floods in Thailand disrupted the global supply of glass for TFTs (monitors). Within 2 hours of being informed, we had proactively bought significant stock from the distribution channel. By doing this, not only did we avert a shortage of products and a longer lead time, we were able to shield our Customers from the subsequent increase in price
- Based on our experience, we are aware that the manufacturing process for Televisions leading up to Christmas time has a significant impact on the global supply of glass for TFTs. We anticipate this by working with our distributor partners every year by bring forward our forecast
- A fire at a European manufacturer destroyed 2 weeks' worth of products and 4 weeks' worth of components. We sourced alternative products through an Asian route which secured stock, albeit on a longer lead time however the impact on our Customers was minimised.
- We often deal with Customers who have significant projects which could absorb global stock and components. We ensure that our Customers are aware of the global pipeline as early as possible and work with them to help them secure stock

Short term pricing pressures such as currency fluctuations are unavoidable and difficult to anticipate. Manufacturers often fix our rates and prices on a quarterly basis which offers us some stability. [REDACTED].

As such, we prefer to use minute-accurate buying techniques to reduce the exposure of short term buying pressures. Examples are;

[REDACTED]

What differentiates us from our competition is our ability as a Pan European company (and the U.S.) to have separate purchasing routes and accounts. This offers a level of shielding against fluctuations and also enables us to switch buying behaviours and suppliers in the event that there is an unfavourable swing in rates or market constraints.

Vendor Governance and Reporting

Governance of our vendors is critical to the success of all of our Customer engagements and is especially important when managing the multiple Frameworks which we are engaged on as we need to ensure operationally and commercially we are offering best value to our Customers and their end users.

Our Vendor Partner Services carry out Executive Briefing Reviews (EBR) on a bi-annual basis with senior members of our partners (for example [REDACTED] Managing Director for the UK attends their EBR) as well as senior peers from Computacenter. In these reviews we report on and discuss operational performance as well as monitoring commercial performance and compliance. Business growth plans are agreed along with measurable outcomes ensuring that we will jointly deliver excellent service to engagements including the IT Peripherals Framework.

We also carry out a Quarterly Business Reviews with each of our vendors and distribution partners which is a much more detailed review of operational and commercial performance. Specific challenges and successes are discussed so that checks and measures can be implemented ensuring that the partnership is operating at the optimum levels.

Any reporting specific to the IT Peripherals Framework will be made available to Scottish Procurement as part of the Framework reporting pack.

What differentiates us from our competition is our Group Partner Management function already carrying out this type of exercise across our entire vendor community in line with our specific contracts and Framework agreements.

Responding to differing demands of Framework Public Bodies

We recognise and understand that each Scottish Public Sector Body has unique requirements and demands. Through careful and thorough account management, we will work with Customers to understand commercial and operational requirements and develop sourcing strategies to match.

This, in turn, means that we can anticipate the buying behaviours of Framework Public Bodies by monthly, quarterly and half yearly forecasting which will be applied. This approach is applied to over £150m of product per annum and we have over 30 years of experience which has refined how we react to differing demands.

We also balance this forecast against Customers outside of the Frameworks on which we operate. We supply, for example, product to one in every two High Street Banks. We also deliver the product categories on this Framework to a number System Integrator partners such as [REDACTED]. One of these Customer requirements can impact the European or even Global supply of product which, in turn, can impact on the differing demands of Framework Public Bodies.

Computacenter, alone, has this type of visibility in the market and is able to understand the impact that this may have on a regional scale. We have a 35 strong Partner Management team who are dedicated only to forecasting on a category basis.

What differentiates us from our competition is that we already have an in depth understanding of Public Sector requirements in Scotland. Our Public Sector account managers are already engaged in your Framework Customers and we already scale up our business to meet these peak demands.

Vendor Certification

As Europe's largest independent IT reseller, we hold the highest level of accreditation across almost all of our vendor and distribution partners. This means our Solution and Product Specialists are able to offer the best available technical support. In addition, we can secure the best possible commercial outcome utilising all available discount and opportunity programmes as well as being prioritised throughout the supply chain. These activities drive long term value for partner and end user alike. Scottish Procurement have, in Schedule 1a Annex A Table 5 detailed the top 20 brands by spend. Computacenter's accreditation (where available) and any relevant support information is detailed as follows:

[REDACTED]

What differentiates us from our competition is that we already have global, national and local relationships with the key vendors. We already transact significant amounts of the products in the IT Peripherals categories into our Public Sector accounts in Scotland and we would look to extend the performance of the Framework by transferring spend back from our contracts.

Computacenter and Cisco relationship

Computacenter and Cisco have a long running relationship. Computacenter is currently a Cisco Systems Gold Partner and has been so for over 10 years. Achieving 'Gold' means that Computacenter has demonstrated to Cisco that the company has the ability to both supply and support complex multi-service Cisco networks that span LAN, WLAN, WAN, Voice and SAN environments. We were awarded UK&I Security Partner of the Year 2016 and UK&I Software Partner of the Year 2016.

Computacenter holds the following Specialisations;

- Advanced Enterprise Network Architecture Specialization
- Advanced Collaboration Architecture Specialization
- Advanced Data Center Architecture Specialization
- Advanced Security Architecture Specialization
- Advanced Unified Computing Technology Specialization
- Advanced Unified Fabric Technology Specialization
- Cloud & Managed Services Master
- ATP – Application Centric Infrastructure
- ATP - Identity Service Engine
- ATP - Cisco Tele-presence Video Master Satellite
- IronPort Gold Certified
- PSPP Accreditation

- Lifecycle advisor for Cisco collaboration
- Lifecycle advisor for Cisco One
- We also have the following amount of Cisco Certified Professionals:
 - No. Of Experts (CCIE) x 13
 - No. Of Associates/Professionals x 57
 - No. Of Sales Experts x 32

Subcontractors and Small Medium Enterprises (SMEs)

Whilst we will try to fulfil as many of the services provided under our contracts using our own resource, we recognise that there are occasions where it makes more sense, commercially, operationally and socially, to engage the local SME market.

For example, [REDACTED]

What differentiates us from our competition is that, due to the scale and types of contracts we operate we have unparalleled capability to manage our own and SME resources to deliver the best value for money local outcomes for the local community using local resources.

Improvement Initiatives (20%)

Please provide specific details of any improvement initiatives which could be made available through the delivery of the Framework Agreement. This could include, for example:

- cost reduction
- technology or innovation
- product rationalisation
- alternative solutions which could be made available in addition to the core offering
- initiatives which may be available to a specific sector
- additional services
- communication and marketing
- order management
- community benefits

Tenderers should demonstrate how any proposed initiatives will enhance the service offering, at no additional cost to Framework Public Bodies.

Response:

Throughout the delivery of the Framework, we will introduce a number of initiatives which will enhance our service offering at no additional cost to Public Sector Framework Bodies.

We shall describe the initiatives that will include;

- Cost reduction
- Technology or innovation
- Product rationalisation
- Alternative solutions which could be made available in addition to the core offering
- Initiatives which may be available to a specific sector
- Additional services
- Communication and marketing
- Order management
- Community benefits

Initiatives used to achieve cost reduction

Computacenter are committed to, throughout the life of the contract, reducing the cost of delivered products to Scottish Procurement and Framework Public Bodies. We will also do this through programmes and initiatives such as;

- Through proactive and professional account management, we will forecast Scottish Procurement's requirements to maximise bulk purchases. [REDACTED].
- [REDACTED]. This saving is passed on directly to the Public Sector Framework Bodies
- Our Partner Management function can leverage vendor financial periods. With careful forecasting we will secure and hold stock at an advantageous cost. We will also advise Scottish Procurement and Framework Public Bodies of these timescales and suggest the consolidation of orders towards this period to leverage an even better price
- When transitioning, we will identify component cost deltas between the End of Life (EOL) products and replacements. This typically ensures the transitioned price is as close as possible to the previous model and all reductions are passed on to Public Sector Framework Body Customers. [REDACTED].
- We review pricing at component level including retrospective analysis. This means that; if we know the price of the components of any measurable product is decreasing, we can leverage this knowledge to seek better pricing and pass on the savings.

Delivering Innovation

We will innovate wherever inefficiencies lie or where value can be added in the delivery of technology or services throughout this Framework.

The Framework will have dedicated Technology Product Specialists with specific expertise in the Framework scope as well as having in depth knowledge and engagement with Scottish

Procurement and Framework Public Bodies. As part of their roles, they will engage directly with the vendors to understand roadmaps and ensure that Customers understand how product ranges are developing. They will also engage with existing and emerging vendors to identify key new technologies and bring them to market with the relevant end user and technical groups. Our Customers often highlight our Technology and Product Specialists as true differentiation from our competitors as they offer an unbiased, vendor independent technical view of the market.

Examples of such potential engagements will include;

[REDACTED].

We currently work with a number of mobile print/scan/compute manufacturers who provide hardware solutions for various Sectors including the NHS and Blue Light. As well as providing a route to market for the physical products, we will engage Independent Software Vendors whose applications will also be made available via the Framework. These can include solutions such as pharmacy labelling, staff communications, asset management, tracking systems and in-vehicle information systems.

GDPR compliance is critical to all of our Customers including the Scottish Procurement and the Framework Public Bodies who will be using this Framework. We have been engaging with the relevant vendors to ensure that we can explain the value of compliant technologies such as hardware encryption and endpoint management. We offer an end to end solution comprising and will promote this approach into the Framework via our Technology Specialists and Account Managers.

We will work with print vendors to identify and promote innovative print solutions. As well as traditional cartridge based systems which can prove both costly and damaging to the environment through cartridge waste. There are a number of new solutions such as Replaceable Ink Pack Systems which not only reduce cost but also reduce the environmental impact by completely removing the requirement for cartridge packs.

Furthermore, Computacenter and [REDACTED]. The shop section of the portal allows you to configure your own BOMs and get a price instantly, giving you an Amazon like experience. You can then purchase straight through the portal, which will be integrated with your own tools. The lifecycle management tool allows you to see all your maintenance contract data in one centralised place, enabling you to manage your data, request changes to your contracts and follow the approval process directly. [REDACTED].

In addition to these engagements, our Customer Value Team supports our Customer Value Framework using methodologies, processes and tools to ensure that our services continually improve, innovate and add long term Customer value throughout the contract lifecycle.

We share innovative approaches internally through our Customer value library and articles highlighting successful Customer value-add innovations. For example, [REDACTED].

Product Rationalisation

Our hardware procurement management is focused on the rationalisation of vendors and the optimisation of contracts. Rationalising this process through Computacenter will provide standardisation, tighter controls on spend, efficiencies in administrative tasks and overall cost reductions, whilst providing standardised Management Information and reporting.

See below an illustration of our product rationalisation process;

[REDACTED]

Product rationalisation will start with us assessing our "Computacenter Recommends" range of products and adapting to suit the needs and requirements of this Framework. We would then look to rebrand and re-promote the range as "Scottish Procurement Recommends" or similar.

The products in Computacenter Recommends have been specifically chosen for 3 main reasons;

Right Product

- We select and test products in-house to ensure they are the best available in the market.
- We test the after sales and warranty processes offered by each vendor to make sure that our Customers will be fully supported.

- We roadmap products to ensure they have a long lifecycle allowing our Customers to strategically standardise.

Right Price

- [REDACTED]
- We leverage our scale across our entire European Group to negotiate market leading pricing.
- We continually benchmark these products to ensure best possible value for money

Right Away

- We hold and actively manage stock of these products
- We also hold contingency stock in our distribution network
- We provide next business day delivery to the majority of Scotland

Once we have a clear view of the Framework performance and spend profiles down to organisational level, we will look to target Customers to explain the value of product and vendor consolidation. Typically we will choose categories where there are a wide number of vendors supplying the same or similar products. We will engage with these vendors to identify common products and, where possible, identify a Computacenter Recommends product before approaching specific Public Sector Bodies and clearly explaining why they could make the move technically as well as explaining the cost savings in doing so. Where it is not possible to identify a Computacenter Recommends product or another vendor has a more suitable product, we will make that as the appropriate recommendation.

Alternative solutions in addition to the core offering

We understand the Framework landscape in Scotland - We will ensure transparent and demonstrable value for money by offering alternative solutions for products and services which either do not fall under any Framework or transact through Frameworks not aligned to Scottish Procurement. Such solutions could include, but not be limited to:

Mobile compute and print solutions from manufacturers such as Zebra, Honeywell, Brother Getac and Panasonic. We have extensive experience providing these devices in areas such as Blue Light, Forestry and Social Care.

We continue to deliver complex Audio Visual (AV) and Video Conferencing (VC) Services throughout the Scottish Public Sector, as we have been for a number of years, to organisations such as;

[REDACTED]

We would ensure that, where possible, such services were transacted through the IT Peripherals Framework. As well as being of benefit to Scottish Procurement due to transparent and repeatable cost models and market leading solutions, we would also benefit to the local economy by continuing to engage local SMEs to deliver services as subcontractors.

Recently we have seen an increase in "As A Service" type offerings were, rather than just offering a simple range of products. [REDACTED]. We have seen success with this type of solution already in areas such as headset services where Customers pay for the right type of headset on an ongoing basis. We work with the vendor to manage the estate in-life reducing costs for new, correctly specified solutions.

Initiatives available to a specific Sector

As part of the IT Peripherals Framework, Computacenter, through pro-active account management and use of our in-country specialist technology teams, will engage with Scottish Procurement and Framework Public Bodies to understand their specific needs, we will then reference this against other Public Sector and Private Sector organisations in the UK.

We also already have engagement with our vendor partners to identify sector specific solutions which we can develop into best of breed packaged solutions which we would promote to relevant Framework Public Bodies.

We will commit to taking these solutions to market and would organise relevant events for sectors ensuring that we informed as many stakeholders as possible how technology could

benefit not just the Framework Public Bodies but also the demographic they serve. This could include;

[REDACTED]

Additional Services we supply

We have developed in-house propositions named “Digital Me” and “Digital Trust” that incorporate many of the technologies in scope of this Framework. We would propose to use the methodologies of these propositions to engage with Public Bodies to ensure optimum value for their business in terms of improved user productivity, collaboration, and security.

We outline “Digital Me” and Digital Trust” below:

Digital Me

Our Digital Me proposition has been developed to address the core organisational needs of improving user experience, enhancing collaboration and supporting the growth of our Customers’ businesses for a more efficient, enabled and engaged workforce.

“Digital Me” has the user at its centre. With a comprehensive portfolio of solutions, we provide our Customers with the ability to realise a digital workplace that best supports their business needs and user expectations.

- [REDACTED].

Digital Trust

With Digital Trust, we protect our Customers’ business, people and reputations every day enabling them to maximise their digital ambitions. Our cohesive and holistic security portfolio helps reduce our Customers’ operational cost, improve service quality, and protects their business data, identity, devices and work.

[REDACTED]

[REDACTED]

How we communicate and market the Framework

We understand that the marketing effort of the Framework will be a large factor in determining the success of the Framework Agreement. This is something we have done successfully for over 20 years of Framework participation and we have recently successfully mobilised comparable Frameworks including;

- National Procurement Service Wales – Lot 4 End User Hardware And Associated Products/Services
- CCS RM3733 Technology Products 2 – Lot 1 Hardware, Lot 2 Software, Lot 3 Combined Software and Hardware, Lot 6 Catalogue
- CCS RM3804 Technology Services 2
- CCS RM1043iii Digital Outcomes And Specialists
- CCS RM1557ix G-Cloud

Computacenter’s key objective when undertaking marketing on buying Frameworks is to drive user behaviour which leads to successful purchasing outcomes.

Launch Phase – Marketing Plan

During this phase, we will supply information rich content served through a variety of marketing activities. This will make buyers aware of the Framework, educate them on what they can use the Framework to purchase, and give them access to the information they need for successful procurement.

The marketing activities which will take place during the launch phase will include;

- **Press Release** – This is created in collaboration with Scottish Procurement. An example press release is shown below;

[REDACTED]

[REDACTED] Duration of the Framework – Marketing Plan

It will be important to keep buyers who use the Framework regularly updated and aware of any changes. The marketing activities which will take place throughout the duration of the Framework will include;

- **Newsletters** – [REDACTED]
- **Case Studies** – [REDACTED]
- **Vendor and Supplier Presentations** – [REDACTED]
- **Webinar/seminar update** – [REDACTED]
- **Updates to buyer guide** – [REDACTED]
- **Bi-yearly survey** – [REDACTED]
- **Professional Account Management** – [REDACTED]

Order Management Improvement initiatives

Throughout the course of the Framework, our aim is to drive the initiative to full electronic integration and an eCommerce solution across our Customer base in line with the eProcurement Scotland objective.

We have the ability to receive orders by post, fax, EDI, cXML and by e-mail. Our preferred method would, therefore, be electronic. This would satisfy the underlying objective to deliver rapid, sustainable and significant benefits to participating organisations. From the outset we will monitor order volumes and methods and will invest in the deployment, integration and promotion of electronic toolsets and process efficiencies so that Framework Public Bodies can realise the cost benefits throughout the term of the Framework Agreement.

Noting that there is currently no mandate, we have the ability to integrate with other platforms and also recognise that some Customers will be in different states of maturity. Until such time as we may have full integration, we will still provide traditional forms of communication.

Delivering Community Benefits

We will implement and deliver Community Benefits throughout the life of the Framework as agreed with Scottish Procurement and the wider Public Sector.

Computacenter is a significant employer within Scotland, employing circa 240 personnel across the country, in administration, sales, project management, consultancy, service management and engineering. We are committed to retaining this workforce and to growing our business in Scotland in order to offer further employment opportunities to the market.

Computacenter will deliver the benefits for the wider community across the Scotland;

[REDACTED]

3. LIFECYCLE COSTS (25%)

3.1 Lifecycle Costs (75%)

Tenderers should detail actions they will undertake to reduce the overall cost to the Scottish Public Sector.

Detail should include why Tenderers believe their product pricing, mark-up, delivery and associated services are competitive within the marketplace and provide details of the internal benchmarking process that ensures the product pricing is continually competitive.

Provide details of how this will be demonstrated to the Authority.

(Tenderers must not disclose any commercial information e.g. percentage Mark-up in the response of this question.)

Response:

Computacenter is the largest Value Added Reseller (VAR) in the UK and we will, throughout the life of the Framework minimise and reduce cost for Scottish Public Sector Bodies.

We believe that the simple cost plus model is the most transparent method of demonstrating value for money as it has the simplest method of measurement, achieve the lowest purchase price possible. Computacenter has a long history of delivering value in this manner across many Frameworks and commercial agreements including the current iterations of Crown Commercial Service (CCS) and National Procurement Service Wales (NPS).

We will ensure Scottish Procurement Customers achieve value for money from goods and services purchased from the Framework by monitoring costs, delivering value for money and offer reductions where possible. We invest in our suppliers, in our staff and in our Customers to ensure that we deliver satisfaction, thus growing the Framework business.

The following are ways in which Scottish Procurement Customers will achieve value for money from products and associated services purchased through the Framework;

We will use aggregated buying power to add value

We are the largest vendor agnostic Value Added Reseller (VAR) in the UK; transacting >35% more volume with Tier 1 manufacturers and distribution than our competitors. This aggregated buying power increases vendor discounts. Volume spend gates trigger better pricing and rebates, as well as participation in vendor training and accreditation programmes. We consolidate group orders of like-products to achieve scale and further item discounts, which will be passed on to Scottish Procurement Customers.

Our Partner Management Procurement function ensures that vendor financial periods are leveraged. We will advise Scottish Procurement Customers of these periods and suggest the consolidation of orders during this period to leverage a better price. Your Account Manager will forecast your requirements to enable bulk purchase; remove heavy packaging; and use alternative distribution methods to achieve savings. This will allow largest and smallest Scottish Public Sector Customers to leverage the same volume discounts.

We will add value by leveraging our knowledge of the market and vendor roadmaps

Our Partner Management Procurement team ensure early roadmap and product End of Life (EOL) visibility. This enables us to source stock before limited supply increases market cost. We are the biggest Customer in the distribution channel and, with this visibility, can ring fence stock thus assuring supply. We will conduct product transition analysis to identify any component cost delta between EOL products and replacements. This will ensure transition pricing is in line with latest cost models. We align this information to vendor financial end of period/year as well as currency fluctuations and current roadmap promotions which are relevant to the industry as a whole.

As a vendor independent VAR, we provide roadmap information to component levels, advising Scottish Procurement Customers to make optimum decisions on purchase lifecycles. This allows us, and our Customers, visibility at a component level of planned changes early in the lifecycle.

We will provide early releases of evaluation units. This information allows Scottish Procurement Customers to make an informed decision on device selection and the optimum purchasing time.

We will deliver ongoing competitive prices against other Frameworks and competitors

In addition to analysis through professional organisations like Gartner, [REDACTED] Our Category Managers undertake quarterly business reviews with all our major suppliers to review performance and [REDACTED].

Competitor benchmarking process is carried out through our partner, [REDACTED] .

External market analysis, [REDACTED]. They provide our Account Teams with the information to ensure that the lowest prices are offered to our Customers. We combine our benchmarking and market data with end of year, end of quarter special offers and '[REDACTED]'. We will achieve this with technology vendors and OEMs to assist Scottish Procurement Customers realise best price. [REDACTED].

The pricing we have submitted is [REDACTED].

We ensure value for money by offering tailored solutions

Computacenter Recommends rebrand as Scottish Procurement Recommends – As a technology agnostic supplier, we are able to ensure that our catalogue of alternative products and services, 'Computacenter Recommends' is based upon lowest cost and best value. These are negotiated with distributors and vendors and have been through a process of evaluation as being fit for purpose. They satisfy a number of credentials such as ease of use, environmentally sound, functionality and commercial best value. We aim to consolidate as many products as practical onto this catalogue.

Connect – We will give all Scottish Procurement Customers access to our online catalogue, Connect. Introduction and usage of e-commerce allows for manual intervention and associated touch points to be removed. This also allows automation of low value purchase orders to reduce transactional procurement costs. Customer examples of where this has been successful include [REDACTED]. Using Connect enables technology comparison features such as performance, weight, cost and energy requirements. We will add value by offering capital lease options to satisfy Capex/Opex budgetary requirements. This can be for hardware and software plus associated services.

We will proactively benchmark our pricing

We will proactively manage vendor pricing to ensure the ongoing competitiveness and value for money. We have a number of tools at our disposal such as commercial benchmarking service. This allows us to measure the component costs of products over time and assess these against the bid pricing being offered by the vendors. This critical analysis can take the form of long term assessments and trends on a rolling basis, as well as on-demand specific engagements. We used this tool for [REDACTED]. Our team of Chartered Institute of Procurement and Supply (CIPS) Accredited Procurement Analysts provide transparent, objective and comprehensive independent market analysis and industry leading vendor comparisons. Analysts conduct component-level reviews helping Scottish Procurement Customers ensure that OEMs of choice are providing them with the most competitive value. We will share benchmarking data with Scottish Procurement and we will offer full transparency on our costs and mark-up as we do on our other Framework agreements such as CCS Technology Products and NPS Wales.

We will use data sets and will manage currency fluctuations to reduce costs

Short term pricing pressures such as currency fluctuations are unavoidable and difficult to anticipate. Vendors fix their rates on a quarterly basis which offers us some stability. Although we have the ability to buy and hedge currency (US Dollars and Euros), this remains inconsistent in terms of adding value to our Customers. [REDACTED] We benchmark data from [REDACTED] which allows us to review pricing at component level. [REDACTED]

We will provide substitute and equivalence advice to add value

Our Product and Category Management teams will advise of equivalent replacement product or services and plan transition by assessing risk. For example, we provided [REDACTED] with

alternative device information enabling them to procure at the most competitive price. The advice given by our teams will include but is not limited to;

- Work style analysis whereby we consider the role undertaken by Scottish Procurement Customer employees to select the optimum device to meet their needs. This prevents use of over-specified devices which have a higher cost associated with them
- Advice on substitute and equivalent product or services selection (OEM and other)
- Arranging evaluation units to be sent as early as possible for Scottish Procurement Customers build purposes or testing
- Provide advice on build, testing, integration and configuration and access to our Integration Centre Specialists, who have experience of delivering this service to over 200 of our Customers including [REDACTED]
- Seek sign off on standards and technical builds with manufacturers
- Manage the forecasting and ordering with suppliers

To remove risk at transition, Scottish Procurement Customers can purchase remaining existing product to secure buffer stock [REDACTED]. This is provided using our buy and store facility with bonded warehousing and full insurance included. We are able to undertake warranty deferral whereby the 'warranty clock' commences upon point of despatch from our facility, opposed to when it leaves the vendor.

We will commit to the lowest possible delivery costs to the whole of Scotland

Computacenter recognise that delivery charges can be complex [REDACTED]. We will also engage directly with Scottish Procurement Customers to understand their procurement patterns to identify the most cost effective delivery model for them [REDACTED].

3.2 Consolidated Delivery (25%)

Procurement of IT peripherals is very fragmented across Scottish Public Sector and generally consists of low value, high volume orders being placed.

There are a number of large organisations, geographically dispersed across multiple sites with numerous order points and cost centres. Where requested, the Contractor will be expected to consolidate all orders, for delivery on a nominated day.

The Contractor will be expected to encourage Framework Public Bodies to consolidate at the point of ordering by offering a range of financial incentives e.g. free of charge delivery for orders of a certain value/volume/weight.

To minimise the number and frequency of deliveries, Tenderers should describe the process they will put in place to consolidate deliveries on behalf of Customers.

Responses should identify areas where improvement can be made, providing details of how the Tenderer will work with Framework Public Bodies to reduce the number and frequency of deliveries, to achieve the objective of increased transactional and environmental efficiency throughout the life of the framework.

Response:

Throughout the life of the contract Computacenter will work to reduce the commercial, operational and environmental impacts of deliveries to the organisations who will use the Framework through an optimised supply chain model and consolidated delivery.

We already provide complex supply chain services including consolidated deliveries to a number of extremely geographically dispersed organisations such as [REDACTED], [REDACTED], and as such we have developed a number of solutions which we will be able to implement on the IT Peripherals Framework. These solutions include;

- **Reducing Packaging Materials** - Some of the products which are in scope as part of the IT Peripherals Framework include additional packaging which increases the volume and weight of the delivery. We strive to promote a 'Greener Scotland' so can remove this packaging in our warehouse so that we ship only the item required with any documentation such as instructions and warranty details. This will mean that not only the overall package will be reduced but so will the requirement for waste disposal by the user as our Waste Management team will dispose of all excess packaging in an environmentally compliant manner.
- **Reduce The Number of Parcels** – We have an over-boxing facility where we can consolidate Customer orders and products into single shipment containers. This not only saves on courier costs but it also reduces the chances of products being lost in transit or becoming prematurely separated once they arrive at the Customer site.
- **[REDACTED]**
- **Project Deliveries** - For complex, multi-technology projects such as Audio Visual installations, we would completely eliminate the requirement for courier deliveries to site. All products are delivered to site by our installation teams meaning that they have complete control of what is being delivered and when. As well as there being no courier deliveries, it also means that there are no high risk items such as boxed TVs onsite for extended periods. This also means that the project teams will take responsibility for logistical challenges such as replacement of Dead on Arrival items.

[REDACTED]

[REDACTED]

Consolidation Processes

To reduce the number and frequency of deliveries, your dedicated Account Team will work with each Public Sector Body to understand their supply chain requirements and identify the most suitable way to reduce supply chain impact. We will be able to group products and orders in a number of ways;

- **Purchase Order** – We can group multiple call-offs from a single purchase order into a single shipment and despatch on an agreed basis such as a weekly shipment to specific sites.
- **Delivery Site** – We can open individual shipping accounts for specific sites and consolidate deliveries for these sites. For example we could have delivery accounts for each [REDACTED] and deliver to each on an agreed basis as with the purchase order.
- **Project** – We will work with any Customers who have complex projects or roll-outs to identify any opportunities to consolidate specific products and services so that the right devices arrive at the right location at the right time. This approach ensures that downtime is reduced as there is no waiting for a single missing component.
- **Timed** – We will work with Customers to provide an agreed timeslot for specific deliveries. For example a school may only want deliveries after 9am to minimise the risk to pupils or a large site may only want their large weekly consolidated delivery on a Monday morning so that they can internally distribute at the start of the week.

Consolidation Incentives

We will work with each Scottish Public Sector Customer to identify opportunities to consolidate orders and deliveries. [REDACTED]

4. eCOMMERCE IMPLEMENTATION (25%)

Proven eCommerce capability is fundamental to the nature and execution of this Framework Agreement. Tenderers must demonstrate that they can provide the eCommerce functionality and website content as outlined in the Statement of Requirements (*ITT - Schedule 1a (Statement of Requirements & Key Performance Indicators) - IT Peripherals*), including the ability to review savings associated with the purchase at the point of order.

4.1 eCommerce (100%)

Tenderers must demonstrate the organisation's experience in relation to how they will implement the required eCommerce functionality across Public Sector in Scotland, noting that the allocated time for implementation is 12 weeks from framework award.

Tenderers should include: the allocation of resource, detailing whether this would be managed in house or via a third party provider; details of the testing process making reference to how this will be achieved within the 12 week implementation period; and the training plan for buying organisations ordering via punch-out, cXML or the secure website/online ordering portal.

Detail any assumptions, expected risks and issues associated and how these will be mitigated. Tenderers should also describe punch-out/portal site timescales from request to implementation for Framework Public Bodies.

Response:

Computacenter is highly experienced in providing effective and efficient e-commerce business solutions delivered by our in house local eCommerce team and we will be able to deliver a functional eCommerce platform within 8 weeks. We pride ourselves on understanding that every Customer is different and will ensure the solution agreed is mapped onto the Scottish Governments needs and drivers as well as those of the Framework Public Bodies.

We confirm that we will provide an end to end eCommerce solution to fit with the Framework's requirements and aim to drive increased eCommerce adoption throughout the life of the contract. Our solution is scalable; allowing us to implement full integration or to offer standalone access as appropriate.

The adoption of the our eCommerce best practices will deliver the following results to Scottish Government and Framework Public Bodies;

- Increased automation delivering simplification and cost reduction to end-users and Framework Bodies
- Delivering streamlined, effective and efficient workflow processes that enable operational excellence
- Providing end-users with a 'guided' experience that ultimately drives greater collaboration and adoption to standards.

Our Connect webshop is at the heart of our eCommerce offerings. Connect is a customisable web portal which can be accessed via punchout or direct access. The Connect portal supports OCI and cXML punchout as standard and we already have punchout connections via PECOS in place. Computacenter has a wealth of experience in setting up punchout connections and our eCommerce consultants and IS integration team will work with Framework Bodies to support their requirements. For direct access to the portal we can set up a self-registration page to enable users to be up and running as quickly as possible.

Connect Portal Customisation and Functionality

The Connect portal is simple and intuitive to use. We work with Customers to ensure that the agreed layout and content gives the most efficient and informed Customer experience. We can use Framework branding, fonts and colour schemes along with links to useful Framework

knowledge articles and documents. In addition to this, the catalogue can be grouped and named to aid ease of navigation for requestors along with Framework specific text being added to products or Customer specific text that is useful for the user to see when selecting a product. It is possible for Framework Public Bodies to have input into their homepages where required. The image below shows examples of the customisation possible.

[REDACTED]

- **Catalogue Content** - The catalogue content will be tailored to the Framework. We can also provide dedicated content for public Bodies who require a tailored list of products for their users.
- **Search Functionality** - Users can search using either the product catalogue on the left hand side or by entering free text in the search box. The search box will present the user with top results for their search by both product and category

[REDACTED]

- **Product Information** - Connect receives rich product information from CNet including dynamic documents, images and videos on the products where available giving the user more information to make an informed purchase
- **Product Bundling** - Products can be grouped into bundles to make purchasing more efficient, allowing users to add multiple items to their baskets with one click. These bundles can be setup at Customer level so can be specific to Framework Bodies if required
- **Stock Availability** - Product availability shown clearly on the portal

[REDACTED]

- **Delivery Options** - Delivery charges applicable will be shown in the portal and included in the basket
- **Promoting Specific Products** - The portal can promote specific product sets in more than one way. A tile can be placed on the homepage linking to a specific product set e.g. Scottish Procurement value products. Products can also be flagged as 'star products' within the portal. Any flagged products will be returned at the top of the search results. We can also add additional product text to items to convey Customer specific product or pricing information

[REDACTED]

- **Saving & Discussing Quotes** - Users can add items to their baskets and save the basket as a quotation which will be stored on the portal. Users can return to the quote and place the order, make changes, or export the quote via email or save it locally. The 'Discuss Quote' functionality allows users to ask questions to the sales team on a quote via the portal.
- **Quotation Requests** - Requesting a non-catalogue quote is quick and easy via a form within the portal to allow users to quickly contact the sales team for a quote. The quote can then be retrieved from the portal by the user and easily ordered.
- **Reporting** - Connect offers extensive self-serve reporting on orders, quotes, bundles, serial numbers in simple Excel format. Reporting access can be granted to key users within the Framework Bodies. Any additional information captured on quotes and orders such as Cost Centres will show on reports.
- **Self-Registration** - We offer self-registration to the Connect portal via a simple form to enable users to get up and running as quickly as possible

Ordering Methods

Orders can be accepted via the following methods;

- cXML orders
- via Connect web-shop directly (secure online ordering portal)
- Email – Post - Fax
- cXML Orders : Computacenter can receive the order requests in cXML format, allowing the requests to be loaded directly into Computacenter's online ordering tools. This enables the

products to be secured efficiently, resulting in a prompt Customer delivery. The set-up of cXML ordering for will be driven by the eCommerce Consultant and Integration team.

Where Framework Bodies have the relevant maturity, we will work with them to fully integrate and include invoicing by cXML. We are experienced in working on full integration projects as detailed below however we can also adapt our approach according to the state of Customer maturity.

[REDACTED]

- **Ordering via Connect Web Shop** - For Framework Public Bodies who will access the secure webshop orders can be placed directly on the portal. The Purchase Order reference can be entered by the user or auto-generated by the portal. Frequently used delivery addresses can be prepopulated on the site with the ability to enter a free text address also. Information such as cost centres and accounting codes can be captured at point of ordering. Payment can be either via credit card or account. Drop down's can be added to ensure the users have agreed to the Terms and Conditions of the Framework before placing an order



The image shows a screenshot of a web form with three input fields. The first field is labeled 'Cost Centre*' and is empty. The second field is labeled 'Requester Name*' and is empty. The third field is labeled 'Schedule 5 T&C's*' and is a dropdown menu. The dropdown menu is open, showing three options: 'Please choose' (selected), 'I accept', and 'I do not accept'.

- **Minimum Order Value** - We understand the future requirement to set a minimum order value for Framework Public Bodies. We would look to develop this automated functionality and would support the requirement manually until it is in place.
- **Email / Post / Fax** - Dedicated addresses will be given to the Framework Customers to send orders to. All orders are logged on the Computacenter system and processed to agreed SLA

Invoicing

We can confirm that we compliant as we already submit approved PDF format invoices by email to Scottish Government this will ensure that from day 1 any Customer we on-board will be compliant with the requirements for electronic invoicing.

We can also offer full integration including cXML invoicing. We are experienced in implementing einvoicing and as well as direct cXML we can also support via Tungsten network, Taulia and Tradeshift. Our eCommerce Consultants and Enterprise Integration team would work in partnership with any Framework body wishing to implement electronic invoicing.

Improve the Adoption of eCommerce Methods

We proactively monitor Framework order volumes and types and will work to identify and assist Bodies with the adoption of eCommerce procurement methods. We will invest in the promotion, deployment and integration of our eCommerce model in order that more Framework Bodies benefit from the efficiencies and cost benefits.

eCommerce Implementation

We are highly experienced in providing effective and efficient e-commerce business solutions and we are confident we can deliver a fully working solution in just 8 weeks.

The plan allows provision of time for catalogue finalisation, portal design, platform set up, testing and user training. We have the ability to give Scottish Procurement access to an ordering portal from the start of the award; this would be a standard page and would contain access to whole catalogue until all finalisations are agreed upon.

We already have established punchout connection via PECOS for [REDACTED] demonstrating our capability to connect.

Our eCommerce team will work closely with our highly experienced Enterprise Integration team to implement the solution. All customisation is done by our in-house web marketing team which allows for a flexible and agile approach to the design process.

8 week Deployment Plan

[REDACTED]

Assumptions

- Contacts at Scottish Procurement and PECOS are available in week 1 to provide information as required.
- Key stakeholders identified will have sufficient bandwidth to own, drive and complete their tasks within the agreed timelines
- Parts and pricing will be available from week 1
- There is sufficient network access
- We will have a suitably empowered Scottish Government contact available for decision making
- Users will be available for training

Risks and Mitigations

Risk	Mitigation
Punchout connections not configured by go live	We can provide direct portal login access for a Buying organisation if required
cXML automated ordering not configured by go	We can accept emailed orders as a short term solution
cXML automated invoicing not configured by go live -	We can send PDF invoices in Scottish Government approved format from day 1
A Buying organisation requires more than one catalogue	Computacenter supports multiple Punchout links per customer, or multiple catalogues for Punchout link
Portal training is required at multiple locations and organisations	Computacenter will provide webinars and onsite training where required including post go live support

We can support the Scottish Procurement with the addition of added Framework Bodies, ensuring that bespoke portals are provided under the agreed terms within an estimated 4-6 week period. Providing that the initial mapping and requirements are in line with the ones agreed in the original eBusiness workshop.

5. CYBER RESILIENCE AND DATA SECURITY (10%)

5.1 Cyber Resilience and Data Security (100%)

Due to the sensitive nature of data, there may be Framework Public Bodies whose IT policy dictates that, in the event of a fault, devices containing writeable media should not be removed from the premises.

Where a Framework Public Body's policy allows devices containing writeable media to be removed from their premises, the Tenderers should have robust procedures in place for the secure removal / disposal of faulty devices. Tenderers must provide details of any procedures in place including associated costs, if applicable, for dealing with situations of this type and what documentation is provided to the Framework Public Body.

Tenderers must provide an appropriate methodology describing their process to ensure that the integrity and security of data is protected during the warranty period across the products available throughout the duration of this framework.

Tenderers should also describe their organisation's compatibility and readiness for the forthcoming General Data Protection Regulations (GDPR).

Response:

Computacenter take the data integrity and security of our Customers very seriously. We will be accountable and provide governance around defective media retention for all of the harddrive manufacturer whose products are available in the Framework. Vendors typically offer, through Computacenter, warranty options such as HP's Defective Media Retention which allows devices such as printers to be taken offsite for repair/replacement whilst any writable storage is left with the Customer.

Manufacturers of writable media such as SSDs and USB Removable Media typically have policies which mean that incidents reported through Computacenter allow end users to agree that a device is faulty and needs replacement. A replacement device is issued and then the Customer's own disposal policy is followed.

We offer a full range of disposal services to our Customers and would be keen to offer these through the Framework for any products. From collection through to final disposal our processes are designed in such a way that the data held on the asset is secured and never accessed. As such, it operates to a strict sequence of events, namely:

Chain of Custody

We ensure a chain of custody of your assets from the point collection is arranged against a pre-qualified list received from the Customer. Assets are reconciled on site prior to collection, then checked and verified upon receipt at processing facility. Assets are then checked into our system and follow the standard processing route through to completion. Any discrepancies found throughout the process are escalated appropriately.

Collection

Collections are only carried out by vetted couriers with strict instructions to meet Customer requirements. This can include hard sided vehicles, GPS tracking of vehicles, PES clearance and point to point collections.

Goods Receipt

On receipt at the processing facility, all assets will be carefully unloaded and checked against the Computacenter collection documentation and/or Courier delivery documentation. If all is in order then the collection team's delivery documentation can be signed-off. Any discrepancies will be raised and escalated as per the contractual agreement. For example, a mismatched serial

number or a difference in quantity of assets received. A unique tracking reference is applied to each unit, this remains with the unit throughout the process from receipt to its final destination.

Testing

Once equipment hardware has passed through the Goods Receipt process, it is tested and audited according to a set of standard defined tasks. Units are functionality tested and their specification and overall condition checked and recorded. Data-bearing units are checked for the presence of a hard drive, which will be wiped in line with CESG/NIST standards, or destroyed, in accordance with your Security Policy for data-bearing media. Any markings and labels that could identify the previous owner are removed from successfully processed equipment. Successfully processed equipment will be allocated for remarketing for resale.

Failed or faulty hardware will be allocated for recycling following all data destruction.

Site Security

Only pre-approved personnel are allowed into the facility. Access is granted on a role specific basis to ensure restricted access to clients' devices.

Physical security on site includes electronic access control is used to enter and exit work areas where clients' data-bearing equipment is located. Entry and exit is activated by the identity badge of the employee, and logs the use of automated access control cards issued to staff authorised to enter this area. Closed circuit digital television (CCTV) high definition cameras cover all areas of the facility.

Security searches are randomly held. Any personnel found to be in breach of policy will be disciplined appropriately.

Internal security provision and performance is continually audited by an independent body to ensure compliance with ISO 27001.

Personnel Security

All Computacenter employees undergo pre-employment screening including a series of interviews, criminal background screening, reference checks and prior employment verification.

We will refuse or cease the employment of people who fail to meet our strict security screening requirements.

Many Computacenter staff and couriers hold additional security clearances – for example, in the UK we are able to clear employees and couriers to SC level, permitting us to transport and process data from Government Departments.

Data Eradication

To eradicate data, we use data destruction products approved by the UK Government's Communications & Electronic Security Group (CESG) as complying with "HMG Infosec Assurance Standard No. 5, Secure Sanitisation of Protectively Marked or Sensitive Information

Where hard drives cannot be wiped and successfully verified, they will be removed and destroyed by shredding.

Removable storage including USB devices, memory cards, SIM cards, Compact Flash cards and other removable storage devices are separated for destruction through a waste to energy incineration process.

Recordable media including CDs, DVDs, tapes or other media are separated for destruction through a waste to energy incineration process.

Networking equipment is processed to remove volatile data, and reset to factory default settings. Where this is not possible, units are failed and separated for smelting through third party recyclers

Anything that fails these processes have the data bearing drives removed and sent for physical destruction.

Our data overwrite process is audited on a daily basis to ensure compliance and quality.

Data Wiping Certification

For each data wiped hard disk drive, a certificate will automatically be created verifying that all bytes of data have been overwritten and erased. This information means that all items are traceable back to the individual device containing data.

The data wiping report contains;

- Item reference
- Technician details
- Erasure standard used
- Duration of sanitisation process
- Status
- Make and model
- Serial number
- Disk capacity

Where drives cannot be successfully data wiped, certificates for on-site degaussing or destruction can be issued for each drive after it has been degaussed, shredded or manually destroyed.

Pricing

Manufacturer warranty uplifts such as Defective Media Retention are available as an uplift to the unit cost of affected devices.

Physical disposal of data bearing equipment is priced on a case by case basis. The price will take into account locations, quantities, special requirements on transport, level of datawipe and reporting.

Our Account Managers will engage with any Customer who has a requirement.

Compatibility and readiness for the forthcoming General Data Protection Regulations (GDPR)

We have appointed a Group Data Protection Officer (GDPO) who has overall responsibility for ensuring compliance with GDPR. This is in addition to Data Protection Officers in each of France, Germany and UK. A Group Data Protection Board has also been established with its membership comprising DPOs, lawyers, members of our Group Information Assurance (GIA) Departments and key business stakeholders. We are using GDPR as an opportunity to standardise across its international Group of companies and increase awareness through a multi-tiered risk based training program. Working closely with GIA who oversee our ISO27001 accreditation, a review of existing standards, policies and procedures has taken place and a "gap analysis" produced. An implementation project is underway to upgrade and standardise policies, procedures and controls that currently comply with local legislation implementing Directive 95/46/EC to ensure that these comply with the additional requirements of GDPR across the Computacenter Group. A number of new policies and processes are to be introduced. We are working with an external Consultancy that we have used to successfully implement other compliance Frameworks who, together with internal and external legal advice, will assure the program once finished. The Group Data Protection Board will ensure that the compliance Framework implemented reflects the needs of our business and those of our Customers and a data protection audit function will be established to ensure ongoing compliance and development.

[REDACTED]

In readiness for the forthcoming GDPR, we have created a GDPR briefing document for our Customers that is available upon request.

6. SUSTAINABILITY (15%)

The Contractor will be expected to support the Scottish Government's National Performance Framework and National Outcomes as per section 1 of the document "ITT - Schedule 1a (SoR & KPIs) – IT Peripherals".

The Contractor will be required to minimise the environmental impact of products and services delivered where practical, contribute to a more circular economy, provide relevant opportunities for community benefits, while also providing assurance regarding respect for labour rights in the supply chain.

6.1 Sustainability (20%)

The Contractor must support the Scottish Government's objective for [A Greener Scotland](#) with regard to actively managing, measuring and minimising their impact to the environment in respect of the servicing of this Framework Agreement. This includes, but is not limited to:

- *energy efficiency*
- *reduction of carbon and other greenhouse gas emissions*
- *minimisation and sustainability of materials used*
- *waste minimisation and management in accordance with the waste hierarchy*
- *minimisation of hazardous materials and emissions*
- *addressing heat or noise output*
- *fuel efficiency and reduction in vehicle mileage*

Tenderers should provide details of their planned approach and proposals to continuously manage, measure and improve this requirement, outlining specific initiatives, including innovative solutions.

Tenderers may find the use of examples or case studies helpful, as long as they are relevant to the delivery of the Framework Agreement requirements

Response:

Computacenter commit to support the Scottish Governments objective for A Greener Scotland by actively managing, measuring and minimising our impact to the environment in respect of the services of this Framework Agreement.

We will achieve this through the use of a planned approach, specific initiatives and a set of proposals designed specifically to continuously manage, measure and improve this requirement.

Our approach to this answer is not just from an IT peripherals perspective but from a holistic point of view as a good supplier and a good citizen. As such, we recognise areas other than supply chain where we believe environmental improvements can be made when servicing this Framework.

Our planned approach

Our planned approach will be based on Computacenter's sustainability Plan 2013 - 2018 that involves the implementation of sustainable procurement principles and practices in relation to Information and Communications Technology (ICT). Sustainable procurement aims to promote more environmentally responsible products and services, improve product usage, avoid unnecessary demand and consumption, and assess ICT products on a life cycle impact basis.

These principles govern our ICT procurement processes through the use of mandatory and regulatory environmental standards which set a minimum level of environmental performance for relevant ICT acquisitions. These are in line with both the Scottish Government's Sustainable Procurement Strategy and the Greening Government ICT agenda.

Our environmental standards are as follows;

- Compliance with ISO 14001:2004, covering the procurement, storage, configuration, supply, support, recovery and disposal of information technology systems;
- Compliance with the current ENERGY STAR® version for relevant ICT equipment;
- Product take-back and appropriate resource recovery, reuse or recycling for appropriate devices covered by the WEEE Directive
- EPEAT – The Electronic Product Environmental Assessment Tool is a method for consumers to evaluate the effect of a product on the environment. It assesses lifecycle environmental standards and ranks products as gold, silver or bronze based on a set of environmental performance criteria
- RoHS – Restriction of Hazardous Substances directive which aims to restrict certain dangerous substances commonly used in electronic and electronic equipment.

ICT Sustainability commitments

We are committed to the United Nations Global Compact (UNGC) 10 Principles of Sustainable Development and is a Communicating Member on the UNCG website. As a commitment to these principles we develop our ICT procurement initiatives in line with Government standards. We address our obligations and commitments in a number of ways;

- Our strategic partnerships with EPEAT and Gold Star provide strong insight into IT sustainability issues, ensuring that staff are educated, informed and capable of advising Customers appropriately
- All policies, procedures, regulations, compliance information and carbon calculators are on our Intranet available to staff
- The Head of Sustainability at [REDACTED] was selected to serve on the UK Government WEEE Advisory Body as an expert in WEEE reuse and recycling
- Public Sector sustainability initiatives are interpreted by our Sustainable IT Business Manager who filters through the pertinent information on mail flashes
- We access sustainability market research and intelligence attending many forums, e.g. conferences, workshops, seminars to keep abreast of sustainability developments
- We inform Customer facing staff through mandatory monthly sustainability initiative webinars addressing Customer needs and concerns

In addition, we will;

- Comply with The Scottish Government's Sustainable Procurement Strategy
- Make available product sustainability information from OEM's such as the ECMA-370 declaration
- Base the carbon footprint calculation for product and services on the United Nations University study (Computers and the Environment)
- Determine carbon footprints with IT manufacturers who are improving the supply of information
- Verify carbon emissions in conjunction with our Carbon Reduction Commitment compliance
- Audit the supply chain to verify waste reduction and encourage Customer audits. Downstream recyclers are audited to verify legal compliance to transport, handle and treat waste and good practice
- Work with independent third parties such as the Green Electronics Council (GEC) and their verification process to monitor product performance against environmental attributes. We are the GEC's only strategic ICT partner in Europe. GEC's EPEAT registration is based on product ECMA-370 declarations and IEEE 1680
- Commit to innovate in areas that can reduce consumption such as;
 - Promoting our 'Switch Off' campaign
 - Suggesting the use of 1E Nightwatchman to control energy usage
 - Promotion of print best practices
 - The deployment of multifunction devices
 - Evaluation of consumables and usage
 - Running effective campaigns and communications
 - Benchmarking products against environmental criteria
 - Server virtualisation

Specific Initiatives and Innovative Solutions

In supporting the Scottish Procurement's requirement to reduce its own and sub-contractors' Green House Gas emissions, we will employ methods including self-fulfilment activity, increased remote support, trolley service and delivery of training via telepresence.

We will work with our specialist partner, Best Foot Forward, to ensure that the carbon footprint in servicing the Framework is offset and there are monitoring and reporting systems in place to reduce consumption and carbon throughout the contract duration. We shall continue to develop, refine and improve on the following measurable initiatives;

Example initiatives

- [REDACTED]

Ongoing Commitment – Sustainability Manager

As part of our ongoing commitment, we have appointed a Sustainability Manager to oversee the management of how we service the Scottish Procurement Framework.

[REDACTED]

Principal Responsibilities;

Report on matters of Health & Safety and Environment to the Head of Facilities, Group Finance Director and onwards to the Board of Directors.

Instigate periodic revision of the Health & Safety and Environmental Policies to ensure the incorporation of relevant amendments or additions resulting from;

- New or amended legislation
- Changes in management structure and / or responsibilities
- New or amended processes and procedures
- The findings of risk assessments

Support for management to help ensure employees are adequately trained in;

- The requirements of these policies
- The procedures and actions necessary to identify and contain the hazards in the areas under their control or in which they work

In particular, he shall ensure that;

- Legal compliance to UK HSE Legislation
- A central record of all reports for the purpose of performance monitoring and environmental management purposes
- Codes of practice and developments are circulated as applicable
- Any required or suggested amendments to the Health & Safety or Environmental Policy are forwarded to the Board of Directors
- The update and issue of Computacenter Health & Safety and Environmental Policy Documents are controlled via Browzaplus, the company intranet

6.2 Social and Ethical Responsibility (20%)

The Contractor will be expected to ensure that appropriate standards are maintained for its organisation and its supply chain regarding legal, ethical and social issues, including for example, health & safety, security of employment rights, equality, corruption and principles of fair trade.

The Contractor must take all reasonable steps to ensure that all Goods supplied under this Framework Agreement are produced in accordance with all International Labour Organisation (ILO) conventions that have been ratified by the country of their origin, in particular in relation to working conditions and the use of child labour.

The Contractor will be expected to have a comprehensive system which demonstrates an on-going and systematic approach to identifying and managing risks relating to labour standards, working conditions and use of child labour in the supply chains relevant to the Framework Agreement. This should include:

- *policy*
- *roles and responsibilities*
- *objectives, targets and programmes*
- *training and awareness*
- *communications (including whistle blowing)*
- *documentation and procedures*
- *supply chain management*
- *emergency response*
- *monitoring and reporting (including identification of all suppliers, changes made and audits undertaken in accordance with appropriate standards e.g. ETI Base Code, SEDEX, or equivalent)*
- *corrective action and review.*

The Contractor will be required to demonstrate continual improvement in working conditions and labour standards, while enhancing policies and systems and, where relevant, work with the Authority during the term of the Framework Agreement to ensure compliance with new and emerging legislation.

Tenderers should provide detail on the action they will take to ensure that labour standards are being maintained in line with ILO core conventions and local labour laws, throughout their supply chain(s) for Goods relevant to the Framework Agreement.

Tenderers should also provide detail on the action it will take to promote health and safety, human rights including security of employment rights, equality of opportunity, prevention of corruption and fair trade within the supply chain in connection with delivery of this Framework Agreement.

Tenderers should provide details of their plans and assurances that appropriate standards will be maintained throughout the life of the Framework Agreement.

Response:

Computacenter will ensure that all appropriate standards are maintained for our organisation and supply chain including legal, ethical and social issues, Health & Safety, security of employment rights, equality, corruption and principles of fair trade.

We are firmly committed to the fair and equitable treatment of all employees and applicants for employment. We judge all applicants and employees by their qualifications, demonstrated skills and achievements. This is without regard to race, colour, gender, sexual orientation, national origin, age, religion, disability, veteran status, marital status or other characteristics.

Since 2007, we have been committed to the 10 core principles of the United Nations Global Compact ('UNGC'), aimed at demonstrating ethical, environmental and social responsibility towards our own workforce and in our business interaction within each community and country in which we operate. In 2009, the Computacenter Group published its first Communication on Progress ('CoP') on the UNGC website, and has continued to do so ever since. We believe that the UNGC provides an appropriate Framework through which we can measure our development and progress in this area. Additionally, the Group retains its membership to the FTSE4Good Index Series.

We actively seek to collaborate with and encourage our Suppliers, Contractors and Customers to operate in a similar socially responsible manner, as guided by the UNGC 10 core principles. We have already secured support from the majority of our suppliers and contractors, but we acknowledge that this remains an ongoing task.

Particular and relevant to this question, this includes:-

Human Rights

- **Principle 1** - Businesses should support and respect the protection of internationally proclaimed human rights;
- **Principle 2** - Make sure that they are not complicit in human rights abuses.

Labour

- **Principle 3** – businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;
- **Principle 4** – the elimination of all forms of forced and compulsory labour;
- **Principle 5** – the effective abolition of child labour; and
- **Principle 6** – the elimination of discrimination in respect of employment and occupation.

Environmental

- **Principle 7** – businesses should support a precautionary approach to environmental challenges
- **Principle 8** – undertake initiatives to promote greater environmental responsibility – involvement in the community
- **Principle 9** – encourage the development and diffusion of environmentally friendly technologies

Anti-corruption

- **Principle 10** – Businesses should work against corruption in all its forms, including extortion and bribery

Corporate Sustainability Development Policy

We recognise that the people who carry out business on our behalf, the people we do business with and the societies and environment in which we operate are vital contributors to delivering value and achieving our strategic objectives. Whilst we pride ourselves on the provision of technologically advanced information solutions, we recognise that our business occurs within a wider community including employees, contractors, shareholders, Customers, suppliers and business partners.

In order to ensure that we are adhering to ILO core conventions and local labour laws for all of our business activities, we have a Group Corporate Sustainable Development (CSD) Policy. It sets out the Company objectives and targets set and reviewed by the Group CSD Committee.

This policy covers our approach to the following:-

Human rights

1. (a). Support and respect the internationally proclaimed human rights – Human Rights
1. (b). Support and respect the internationally proclaimed human rights – Health and Safety
2. Ensure that the Group is not complicit in human rights abuses

Labour standards

3. Uphold employees' freedom of association

4. Eliminate all forms of forced and compulsory labour
5. Abolish all forms of child labour
6. Support equality in respect of employment and occupation and eliminate all discrimination

Environment

7. Apply precaution to activities which can impair the environment
8. Undertake initiatives to promote greater involvement in the community
9. Encourage the development of environmentally friendly technologies

Anti-corruption

10. Impede corruption in all its forms, including extortion and bribery

The Group's CSD Policy is reviewed annually by the Computacenter plc Board of Directors, and is implemented and monitored through the Group's CSD Committee, constituted out of representatives from across the Group as a whole.

Integral to our commitment, we strive to incorporate the UNGC principles into our strategy, culture and day-to-day operations. We do this through the development, communication and implementation of relevant policies to manage and monitor our progress towards these principles. Since our commitment to the core principles, we have adopted and revised a number of policies and procedures across the Group, and will continue to do so.

We will take all reasonable steps to ensure that Goods supplied under this Framework Agreement are produced in accordance with all International Labour Organisation (ILO) conventions that have been ratified by the country of their origin, in particular in relation to working conditions and the use of child labour.

We make every effort to ensure our suppliers comply with laws relating to child and forced labour in every jurisdiction in which it operates and also is a participant in the UN Global Compact, to the principles set forth in the International Labour Organization Child Labour Conventions.

Our suppliers are firmly committed to the fair and equitable treatment of all employees and applicants for employment. Computacenter judge all applicants and employees by their qualifications, demonstrated skills and achievements. This is without regard to race, colour, gender, sexual orientation, national origin, age, religion, disability, veteran status or marital status or other characteristics.

Systematic Approach for Identifying and Managing Risks

We have a reciprocal monitoring process to ensure all social and ethical principles are adhered to. Monitoring is performed on a number of levels, including tracking suppliers for annual self-assessments using EICC-approved providers and tools, bi-annual third-party audits, audit reports and tracking of items requiring action.

These would typically include, but not limited to;

- **Policy** – We are committed to carrying out business responsibly. In accordance with the 10 core principles of the United Nations Global Compact (UNGC), upon which the Group bases its approach to responsible corporate behaviour, we are focused on three main areas – our people, the environment and the wider community.

In the workplace environment we continue to ensure the Group appropriately supports, develops and protects its people. This includes ensuring that our Group's practices are compliant with human rights and employment legislation wherever it does business. It has policies and training in place to protect our people from breaching the law and the standards that we expect from them, in the course of their duties. To demonstrate our ongoing commitment to ethical and responsible business practices, a new Group-wide Code of Ethics was launched to all employees across all geographies in 2016. The organisation continues to make clear its zero-tolerance approach to Bribery and Corruption, and continues to review, and where necessary update, our policies and processes.

- **Roles and responsibilities** – Our Company Secretary - [REDACTED] is responsible for CSR, identifying legislation for change and developments and monitors web sites of such

Bodies as the Environment Agency, UK Government and the ILO. Changes in legislation are immediately incorporated in processes (e.g. supply chain, HR, environmental affairs).

It is the responsibility of all employees to comply with our company policies including CSD. All department heads, team leaders and supervisors are all responsible for implementing our policies and procedures, by ensuring their staff take part in the formal induction processes and that they keep up to date with the policies on our intranet and external website.

- **Objectives, targets and programmes** - Our Group CSD Policy contains our Company objectives and targets set and reviewed by the Group CSD Committee.

We have provided below a summary of our commitments and progress made in 2016/17 for Human Rights, Working Conditions and Child Labour associated to the UN Global Compact. The full report can be made available upon request.

- **Principles 1 to 6 - Human Rights and Labour** - In the workplace environment we continue to appropriately support, develop and protect our people. Our progress over the last two years includes continuing to make sure the Group's practices are compliant with human rights and employment legislation wherever we do business, and making sure we have policies and training in place to protect our people from not only breaching the law, but making sure they understand the standards that we expect from them in the course of their duties. We also take steps to make sure that the approach of those in our Supply Chain is compatible with this and that they operate in a socially responsible manner.
- **Principles 7 to 9 – Environment** - We are focused on reducing the environmental impact of our activities, particularly in respect of the Group's carbon emissions. Whilst it is likely that emissions will increase at an absolute level as the Group continues to grow, we are resolute in our determination that progress made in recent years to reduce the level of emissions per employee will continue.

It is important that we continue the contribution we make to the wider community in which we operate. Our approach has always been that the societies and communities which provide our employees, contractors, suppliers and business partners themselves make an indirect, but important contribution towards the Group's success. Additionally, it is increasingly the case that our existing and prospective Customers view activity in this area as one of the determinant factors in where they wish to place their business. Therefore, not only is making an appropriate contribution in this area the right thing to do for the wider community, it is the right thing to do for our business.

- **Principle 10 – Anti-Corruption** - The Group has a zero-tolerance approach to Bribery and Corruption, whether committed by employees or anybody else working on our behalf. The high level of integrity with which we want to carry out our business does not vary depending on where we work or who we are dealing with. We continue to develop and refine our policies and processes around Bribery and Corruption as we continue to expand our business into new geographies.
- **Training and awareness** - Upon joining the company, all employees (both contract and permanent) are issued with a copy of our internal policies and procedures and are directed to other relevant information, including the CSD report, through the following means:-
 - Corporate induction training will provide new starters, including those on fixed duration contracts and temporary employees, with general information including all Company policies
 - Local induction and an introduction to the workplace
 - Local team briefing meetings

The implementation of all of our internal company policies is a general management responsibility. Therefore all department heads, team leaders and supervisors, are all responsible for implementing our policies and procedures and draw the attention of employees to them.

All of our internal Company policies and procedures are published on the company intranet site, "Browzaplus", which is available to all staff. Our CSD Policy is also published externally on our website www.computacenter.com and forms part of our Annual Report and Accounts.

[REDACTED]

- **Documentation, procedures and communications (including whistle blowing) -**

Integral to our commitment, we strive to incorporate the UNGC and its principles into our strategy, culture and day-to-day operations. We do this through the development, communication and implementation of relevant policies to manage and monitor our progress towards these principles. Since our commitment to the core principles, we have adopted and revised a number of policies and procedures across the Group, and will continue to do this on an ongoing basis.

We communicate our sustainability efforts and achievements with all our shareholders in our Annual Report and Accounts, as well as on our Company website. We continue to believe that what is not measured is not effectively managed and in line with this, following the implementation of our Group ERP system across our main operating geographies, we are endeavouring to identify at least one standard indicator ('SI'), as recognised by the Global Reporting Initiative ('GRI'), per core principle.

Our Anti-bribery and Corruption Policy (the "AB&C Policy") details how allegations of suspected or actual bribery should be raised, investigated and reported.

We will support employees and any third parties who refuse to pay or accept bribes, and they will not be subject to retaliation, or other adverse consequences, even where such refusal results in a loss of business for the Company. Retaliation against any individual for raising a legitimate concern regarding bribery or fraud will not be tolerated by Computacenter. Such retaliation may constitute gross misconduct under our Disciplinary Policy and Procedure and result in dismissal.

- **Supply Chain Management -** We manage our strategic sub-contract partners as an extension of our own organisation, mirroring contract terms, service levels and working practices so that continuity of service to our Customer is maintained. Our sub-contract partners are carefully selected, audited and managed through defined review processes.

We insist that sub-contracting organisations comply with industry best practice, obtain and maintain appropriate accreditation, are financially stable, have appropriate Public Sector knowledge and maintain appropriate environmental and equal opportunity policies. We inspect its service suppliers quarterly or annually depending on levels of business transacted. Audits are typically carried out annually.

We actively seek to collaborate with and encourage our suppliers, contractors and Customers to operate in a similar socially responsible manner, as guided by the UNGC 10 core principles. We have already secured support from the majority of our suppliers and contractors, but we acknowledge that this remains an ongoing task.

- **Emergency Response –** We are not a manufacturer and therefore, we do not have any influence on the manufacturing process. However, as demonstrated above, we have assurances from our Partners that they comply with laws relating to child and forced labour in every jurisdiction in which it operates. It is also a participant in the UN Global Compact, to the principles set forth in the International Labour Organization Child Labour Conventions.

If in the event we identify risks relating to labour standards, working conditions and use of child labour in our supply chains relevant to the Framework Agreement, we will escalate this immediately [REDACTED] for immediate action.

- **Monitoring and Reporting -** We have a reciprocal monitoring process to ensure all social and ethical principles are adhered to. Monitoring is performed on a number of levels,

including tracking suppliers for annual self-assessments using EICC-approved providers and tools, bi-annual third-party audits, audit reports and tracking of action items.

Our CSD policy is annually reviewed by the Computacenter plc Board of Directors, and is implemented and monitored through the Group's Corporate Sustainable Development Committee, constituted out of representatives from across the Group as a whole. Any updates are communicated to all staff to ensure they are kept up to date.

In quarterly business reviews our vendors and suppliers will monitor and report on implementation and performance of existing and new legislation involving any and all aspects of the manufacturing process.

- **Corrective Action and Review** - We operate in line with the latest CSR legislation and company standards. This includes training and education on EICC code/compliance and partnering with EICC on training events in supply chain such as material extraction, working hours, EICC eLearning modules, carbon reporting and energy efficiency.

6.3 Packaging, Waste and End of Life Management (25%)

The Contractor will be required to support a reduction in packaging under this Framework Agreement. This must not hinder the safe delivery of products. Minimisation of waste will be achieved through application of the waste hierarchy through the principles of reduction, reuse, repair and recycling.

The Contractor will ensure that plastics used for product packaging will not contain halogen containing polymers.

Tenderers should provide details of their plans and proposed initiatives to reduce and eliminate packaging and waste under this Framework Agreement, including innovative solutions.

Tenderers should state the percentage of recycled materials used in the packaging to be supplied under this framework agreement.

Details of any buy back and/or recycling options available from the Contractor and/or each manufacturer of the devices proposed under this Framework Agreement should be provided.

Tenderers should also provide details on how they will support Framework Public Bodies to enhance and extend the useful life of specific product groups within the scope of the framework.

Response:

Computacenter is committed to the United Nations Global Compact (UNGC) 10 Principles of Sustainable Development, aimed at demonstrating ethical, environmental and social responsibility towards our workforce and our business interaction within the communities and countries we operate.

We analyse the sustainability of IT products and services and promotes sustainability issues to Customers and are partnered with the Green Electronics Council promoting the EPEAT system, an environmental attribute rating tool for IT equipment.

We require our OEM partners to provide assurance that their manufacturing process is efficient and makes sustainable use of raw materials that leads to a reduction in consumption.

Our solutions, services and products are marketed and promoted with assessments of sustainability, socio-economic factors, strategic labour needs and training and the use of SMEs for local or regional fulfilment that contribute to sustainable development in support of Public Sector agendas to promote economic growth.

Our Sustainable IT Advisory Service helps develop effective environmental policies for acquisition, operation and disposal of IT equipment. This enables our Public Sector Customers to reduce raw material use, minimise energy consumption and identify opportunities to redeploy and recycle existing equipment. A recent Customer power audit led to the adoption of new processes and tools and a £250,000 annual reduction in electricity costs.

We are committed to sound environmental stewardship by providing carbon neutral IT products and services. We work with our specialist partner, Best Foot Forward, to ensure that energy and utility consumption is minimised and there are monitoring and reporting systems in place to reduce consumption throughout the contract duration. Computacenter is compliant with all applicable environmental legislation and our environmental management system is certified to the international standard ISO14001 by BSI Management Systems.

We have expert knowledge of environmental legislation such as WEEE, ROHS, industry standards, such as the EU Directive on Energy Using Products and R2, and ecolabels such as EPEAT, Blue Angel, TCO and others. Using this knowledge, we endeavour to supply products that meet one or more of these specifications.

Compliance with Government Buying Standards is product specific and each OEM assesses their products against environmental criteria. We capture product specification information from CNET, with daily automated links to our catalogue.

Our process is;

- Agree with products to be supplied under the Framework
- Determine from vendors which products meet Government Buying Standards
- Filter and capture CNET data items matching these standards
- Code these items to receive a 'GreenTick' logo
- Check filtered data periodically against the catalogue to ensure accuracy

Product Packaging

All of our suppliers comply with the RoHS requirements. The packaging they use will depend on the supplier however, they will comply with all current legal requirements, including plastics used for product packaging not containing halogen containing polymers.

Proportion of recycled and critical materials

- Products comply with current European RoHS Directive
- Post-consumer recycled plastic material content is used in the product
- Products do not contain Asbestos
- Products do not contain Ozone Depleting Substances
- Products do not contain more than; 0,005% polychlorinated biphenyl (PCB), 0,005% polychlorinated terphenyl (PCT)
- Products do not contain more than 0,1% short chain chloroparaffins (SCCP) with 10-13 carbon atoms in the chain containing at least 48% per mass of chlorine in the SCCP
- Parts with direct and prolonged skin contact do not release nickel in concentrations above 0,5 µg/cm² /week
- Batteries or accumulators do not contain more than 0,0005% of mercury or 0,002% of cadmium

Plans and Initiatives to eliminate packaging and waste

We will deliver recycling and disposal services. We are committed to delivering initiatives to reduce and eliminate packaging. This can include but are not limited to the following;

- **Minimising use of paper** - As part of our solution we will deliver reports via an online portal. Where printed documentation is required, we will provide them on paper which is certified by the 'EU Ecolabel' as governed by the European Commission.
- **Packaging** - Our trolley service will ensure all packaging remains at Computacenter site and recycled in accordance to the Scottish Procurement's standards.

Where a trolley service is not viable pallets/packaging used in delivery is returned to our Logistics Centre. By investing in reusable packaging we will reduce the amount of packaging waste. Original packaging can be reused to send devices back to Computacenter reducing energy in recycling.

- **Packaging removal** - Customer deliveries will be made direct from the manufacturer, eliminating re-packaging and duplicate deliveries. During installations, waste packaging is removed and >98% recycled. Our Paperpak Account No.0703048-Packaging Waste Compliance Scheme complies with Packaging Waste Obligations Regulation 1997. We periodically review packaging specifications, having worked with the Environment Agency to identify improvements. We also comply with Producer Responsibility Obligations (Packaging Waste) Regulations 2005.
- **Using recycled content** - Using recycled content is a key consideration when choosing products to deploy. Sustainable products will be recommended to Scottish Procurement as part of the asset catalogue. Wherever practicable, we remanufacture content materials to enable redeployment.
- **Consolidated deliveries** - We understand the geographical dispersed nature of the Scottish Public Sector and as such commit to engage Public Sector Bodies to identify any opportunities to consolidate deliveries.

Recycled materials

Our recycling, remarketing and disposal business provides Customers with environmentally compliant and data secure solutions to end-of-life IT asset management. Based on ISO 14001, 9001, OHSAS 18001 and PAS99 certified processes, all data and environmental issues meet

the strictest UK/EU legislation. Since 2002 we have sent 0% of IT waste to landfill and recovered 100% non-working or obsolete IT equipment.

We track defunct, surplus or unusable devices and report on refurbishment for reuse by remarketing or recycling of unsafe or obsolete items. We provide monthly reports outlining the weight of lead, oxides, copper, aluminium, precious metals, total to landfill and items re-sold, with hazardous items removed and treated by licensed specialists.

Buy back and recycling options

In accordance with the Waste Hierarchy, we prioritise reuse and refurbishment of assets wherever possible.

We will undertake disposal, remarketing or refurbishment of Assets no longer required in delivering services from all locations, including data cleansing to CESG Level 5.

We will use our preferred IT recycling partner [REDACTED] we have extremely close working relationships. [REDACTED]. Our services deliver solutions to utilise used technology in a cost effective and efficient way, to maximise value, deliver redeployment savings, whilst ensuring 0% of IT waste is land-filled.

[REDACTED] offers a solution where we manage technology assets in a transparent and ethical manner, ensuring services provided conform to environmental, data protection and safety legislation.

Where possible assets will be reused and repurposed. Computacenter and [REDACTED] actively support a number of charities and donation of IT equipment can be facilitated. Donations can be focused internationally or support any UK charitable initiatives; donations can include the provision of equipment, or can be converted into cash and used to purchase commodities needed by charities. [REDACTED] work with [REDACTED], who help UK charities by facilitating access to supplies they need. [REDACTED] have redistributed over £115 million in value of products to more than 6,000 UK charities. For the Scottish Procurement's assets, which could be reused we can arrange charitable recipient(s) of the Scottish Procurement's choice.

The last resort for equipment that cannot be remarketed or redeployed will be recycled to a 0% landfill policy. This ensures Scottish Procurement Customers are fully compliant with the WEEE directive and all other waste regulations. This high level of compliance has been recognised by our peers, including the Chartered Institute of Waste Management.

[REDACTED] manages the recycling of non-reusable IT equipment and packaging in compliance with the waste hierarchy obligations detailed within the Waste Management Regulations 2011. For the Scottish Procurement's assets which are recycled, we will provide details as requested in the quarterly Sustainable Operations report.

[REDACTED] holds an environmental permit/waste management licence that demonstrates compliance as an Approved Treatment Facility (ATF) with the UK WEEE Regulations 2011 and related waste management regulations covering IT media, packaging and office waste. Details of [REDACTED] can be verified on the public register section of the Environment Agency website.

At the core of [REDACTED] is a fully integrated asset management tool that provides complete audit and inventory management in a real-time database (AXIS). The system records and track individual items from collection to final destination using a unique ID reference and barcode technology. At all stages of the process [REDACTED] controls, monitors and will report upon contract activity. This data will help the accurate reporting of our Sustainable Operations Report.

Processes and procedures are delivered in accordance with [REDACTED], which is certified to;

- ISO9001 (Quality Management)
- ISO14001 (Environmental Management)
- OHSAS18001:1999 (Occupational Health & Safety Management)
- HB 10190:2001 (Integrated Management System)

[REDACTED] ensures clients' Duty of Care obligations are met, in full compliance with all current legislation. In addition [REDACTED] is certified to PAS 141:2011, the British standard for reuse of used and waste electrical and electronic equipment (UEEE and WEEE).

[REDACTED] will deliver environmentally responsible recycling which is evidenced and reported based on the following core tasks;

- Hard disk data wiping and/or destruction
- Dismantling and reclamation of components and materials
- Separation of waste material
- Recording of waste transfer
- Transfer of waste materials to recycling partners
- Recycling by appropriately licensed specialists
- Production of waste reports
- Maintenance of item records within the Asset Management System (AXIS)

Equipment deemed either unfit or not economically viable for remarketing or redeployment will be recycled, including dismantling and reclamation of component parts for material recovery. [REDACTED] guarantees all equipment will be broken down and recycled in accordance with all relevant, current and impending legislation. All aspects of the recycling service are governed by [REDACTED] registration to ISO14001.

Items assessed as being unfit for reuse will be classified as Waste, with [REDACTED] acting as Consignor of the waste. The waste will be classified into two categories;

1. **Hazardous Waste** - Hazardous Waste Consignment Notes will be raised for hazardous waste, as defined by the Hazardous Waste Regulations 2005 (England and Wales) and Special Waste Regulations 2004 (Scotland and Northern Ireland regulations). The Consignee of the waste will report details of each load to the Environment Agency responsible. Records will be kept for a minimum of 3 years, as per regulations. Carriers will keep records for 12 months
2. **Commercial, non-hazardous IT waste** - a Waste Transfer Note will be raised in accordance with the Waste Management Regulations 2011, the Duty of Care Regulations 1992 and Environmental Protection Act 1990

Any waste will be handled, stored, transferred, processed and disposed of in accordance with UK and EU legislation.

[REDACTED] environmental permit allows [REDACTED], electronic equipment and packaging. In accordance with [REDACTED] seeks to reuse equipment wherever feasible before responsibly recycling waste including hazardous waste.

[REDACTED] recycling service delivers fully reported environmentally sustainable recycling providing 0% landfill, 100% recovery of non-working IT assets and WEEE Directive compliance.

[REDACTED] shall ensure compliance with all relevant, current Health and Safety and Environmental legislation. [REDACTED] will maintain a duty of care register recording permit and license details of waste carriers, processors, recyclers and waste management companies used.

[REDACTED] shall provide a financial and environmental report on a quarterly basis as part of the Sustainable Operations report. Within this report is a mass balance summary enabling detailing material reclaimed from recycled equipment – this data can be published by Scottish Procurement to report publicly on their recycling success.

Enhance and extend the useful life of products

When certain product groups including printers, networking equipment and Audio Visual Solutions reach the end of their warrantied life they often remain fit for purpose. We can work with Framework Public Bodies to extend their useful life.

We are an Authorised Service Provider for a number of Tier 1 Manufacturers in the scope of this Framework such as [REDACTED], as such, we are able to deliver Extended Warranty Support on their behalf. This can be fully delivered by us or Co-Delivered with the Manufacturer dependant on the Customer requirement and equipment type. We are able to continue to fully support the equipment utilising our extensive team of Field Engineers and backed by the

Manufacturers under their extended warranty programs if access to Software and Intellectual Property is required.

Manufacturers typically discontinue support for an item 5 years after the End of Sale but we have an extended logistics network which allows us to continue to provide [REDACTED].

6.4 Fair Work Practices (35%)

The Scottish Government is persuaded by evidence which shows that employment practices, and a positive approach to workforce matters, can have a direct impact on the quality of goods supplied and services delivered.

Tenderers should describe how their organisation proposes to commit to being a best practice employer and ensuring Fair Work Practices are adopted in this respect, and in the delivery of this Framework. Responses need not be constrained to, or be reflective of any examples given alongside this question.

Tenderers should provide details of how the organisation:

- takes the engagement and empowerment of workers seriously
- takes a positive approach to rewarding workers at a level that can help tackle poverty (e.g. through a commitment to paying at least the [Living Wage](#))
- adopts fair employment practices
- provides skills and training which helps workers fulfil their potential
- does not exploit workers (e.g. in relation to matters such as the inappropriate use of child labour or zero hours contracts)
- demonstrates organisational integrity with regard to the delivery of those policies, including having arrangements in place to ensure effective employee representation.

Tenderers should provide tangible and measurable examples, which are capable of being monitored and reported through contract management procedures.

Response:

Computacenter evidence a number of policies and procedures that demonstrate it is a best practice employer which ensures that fair working practices will be adopted in the delivery of this contract. Our approach will map to the Scottish Procurement business values of Performance, Prevention, Partnership and People. Our policies are relevant across the Computacenter Group, including our 240 staff located in Scotland.

One of our highest priorities is to make sure our people are supported, protected, developed and suitably recognised for the contribution they make. As a UK based 250 Listed Company, we are fully compliant to the Modern Slavery Act (2015), Equality and Diversity Act (2010) and all other employment related legislation.

Our approach to fair and sustainable employment is underpinned by our equal opportunities and diversity policy which is applicable to all employees. The policy extends to job applicants, agency staff and third party consultants. We ensure all third parties and sub-contractors used in the delivery of our services are compliant to the necessary legislation; which is verified through our rigorous supplier take-on process.

With reference to our supply chain, we have completed a full review over the last year, increasing our focus on the risk of modern slavery ahead of the publication of our first statement under Section 54 of the Modern Slavery Act. As a result, we have improved our governance processes and developed a new supplier code of conduct which incorporates modern slavery and the 10 Core Principles of the UN Global Compact.

Our robust and diverse supplier selection process includes agreement and transparency of our Group values and our wider Corporate Social Responsibility objectives, assessment against areas such as financial stability, adherence to the United Nations Global Compact (UNGC) 10 core principles, Human Rights, Working Standards, Working Security, the Environment, Anti-Bribery and Corruption and Supply Chain responsibility.

We employ a fairly paid and supported local workforce and benchmark our salaries based on a number of market factors. We work across the UK, and reflect the cost of living in our salaries

(Living Wage Rate). As an organisation accredited by 'Investors in People', our pay scales exceed the 'minimum wage' as a minimum.

As part of our commitment to building a diverse and inclusive workplace, we run initiatives such as 'Women in IT' and 'women@work'. The women@work team have developed principles incorporating tangible objectives and measures related to gender equality in the workplace. Our management team have made a voluntary commitment to increase the proportion of women in our company. The women@work team have targeted the advancement of selected young female executives through individual advice and support on the career path.

Our approach to ensuring fair shift arrangement for employees is based on the 10 core principles of the UNGC. Our Working Time policy and shift arrangements meet with all legal obligations, which are in line with the Responsible Labour Initiative within the Electronics Industry Code of Conduct (EICC).

Further to our legal commitments, we operate a number of other initiatives/policies in support of a healthy workforce including; a Family Time Policy and Employee Assistance Programme (EAP). The EAP provides all Computacenter employees access to free face-to-face counselling sessions, a Wellbeing Advisory Service staffed by doctors and nurses, and online support on how to achieve work-life balance.

We are committed to promoting and using UK apprenticeships schemes and have been Regionally Highly Commended by the National Apprenticeship Awards and named in the Top 100 of Apprentice Employers.

Our Global Service Desk is the largest employer of apprentices in our UK operation, [REDACTED]. Computacenter apprentices benefit from mentoring and teaching from our dedicated training partner QA.

Our focus on future talent extends to attracting young women into STEM careers (science, technology, engineering and maths) through an outreach programme in academic institutes. In an effort to address the current gender imbalance in STEM studies, Computacenter are active members in the 'People Like Me' campaign. As part of our involvement with the campaign, a number of Computacenter employees have officially trained as ambassadors for the Hertfordshire Chamber of Commerce who run activities in partnership with local schools to encourage girls to get into science and technology based activities.

We have provided below examples of where we have done this and how we have committed to being a best practice employer;

- Internal - Internally, we will show how our HR structure is full and comprehensive, taking into account all aspects of staff wellbeing including fair employment practices that enable staff to fulfil their potential.
- External - Externally, we will show how we leverage schemes such as the Contractors Health and Safety and Investors in People accreditation to support our policies, staff empowerment and prevent staff exploitation.

Internal

Staff have access to all HR information on our intranet (below). This gives access to personal information, HR policies, training and education, staff induction, policies and documents, health and wellbeing, performance management and recruitment.

[REDACTED]

The following gives a snapshot of the supporting policies and documents that staff can expect to find, demonstrating that we take the engagement and empowerment of workers seriously and takes a positive approach to rewarding workers.

[REDACTED]

Core Values

Within our HR structure we have developed core values called 'Winning Together'. These core values reflect precisely what the Scottish Procurement is looking for in a supplier in that not only

do they inspire effective internal behaviour but this, in turn, means that our Customers ultimately benefit;

[REDACTED]

Our Winning Together values and each employee's Personal Development Plan underpin the training requirements needed to sustain a pool of expertise and knowledge. Our programmes and approach vary with outcomes and uses;

- Placement with vendors to gain technology leadership
- Shadowing and on-the-job training to perfect technique
- Cross-technology training to develop consultant's skill sets and increase role and benefits articulation
- Vendor-specific tailored courses with examinations for accreditation
- External professional qualifications (NVQs, ITIL and PRINCE2) for recognition, development and service
- Sponsorship scheme for relevant curricular courses
- Industry leading Sales Associate graduate development programme to nurture leaders of the future
- Training outsourced to professionals for quality linked to Learning Point, our bookings database
- Online learning, webinars, classroom and home study available for flexibility and ease of use
- Talent management and succession planning processes ensure continuity of best resources and management

Employee Representation

Employee representation is managed through our National Employee Forum. This is a group of elected employee representatives from within our business. The forum works to exchange information, views and opinions with management about our business. The inclusion of our CEO and HR director ensures it has credibility and organisational integrity.

The forum was established for a number of reasons;

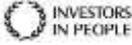
- To act in accordance with the Information and Consultation Regulations effective from 6th April 2005 (based on a Framework by CBI and TUC)
- To encourage employers, employees and their representatives to agree information and consultation arrangements
- To encourage on-going dialogue with the workforce
- To inform and consult on significant developments in the workplace
- To develop a mutual understanding between senior management and employees
- To improve communication within Computacenter

The National Forum is a vehicle for senior managers and employee representatives to meet regularly to exchange information and views on issues relating to Computacenter. Through representatives, questions are raised providing an opportunity to hear what is happening within the business, what changes are proposed and how we are performing. It helps develop a mutual understanding of the business reasons for management decisions, as well as the impact of those decisions on our staff and their work.

Since its inception in 1999, Representatives have played a key role in raising and discussing issues that affect staff. For example, they have been actively involved in reviewing HR Policies and instigated the revision of our Sickness Policy and Procedure. They have also been instrumental in the revision of engineering stand-by rates and in the implementation of many company initiatives such as Total Reward Statements, staff discount schemes (including My Perks and Fitness First membership), improvements to the Sabbatical Leave policy, the Annual Leave policy, Loyalty Awards and more recently, instigated the Health for Life scheme.

External

We support their internal policies and procedures with a number of external professional Bodies and accreditations. These include;

Professional Body	Accreditation Description
	<p>Chartered Institute of Personnel and Development (CIPD)</p> <p>The CIPD is the professional body for HR and people development. They are a registered charity with a broader purpose of championing better work and working lives. Membership helps us to improve practices in people and organisational development for the benefit of individuals, our business, our Customers, economies and society.</p>
	<p>Investors in People</p> <p>The Framework is built around three principles to which Computacenter must subscribe and key indicators it must work towards;</p> <ol style="list-style-type: none"> 1. Plan – Developing strategies to improve the performance of the organisation 2. Do – Taking action to improve the performance of the organisation 3. Review – Evaluating the impact of its investment in people on the performance of the organisation. <p>These three key principles have ten clear management indicators underpinning them that demonstrate our company's commitment to developing its people. These include;</p> <ul style="list-style-type: none"> ▪ A strategy for improving the performance of the organisation is clearly defined and understood ▪ People's contribution to the organisation is recognised and valued ▪ People are encouraged to take ownership and responsibility by being involved in decision-making ▪ Investment in people improves the performance of the organisation
	<p>The Contractors Health and Safety Scheme (CHAS)</p> <p>As an employer and supplier of consultants and contractors we must meet our Customers' health and safety standards. Being CHAS approved reduces duplication as our compliance is accepted by all CHAS buyers. This includes Public Sector Customers and involves assessments in the following areas;</p> <ul style="list-style-type: none"> ▪ Health & Safety Arrangements ▪ Safety Policy Statement ▪ Work Equipment Procedures ▪ Health & Safety Training ▪ Employee Consultation Arrangements ▪ First Aid Provision ▪ Fire Emergency Procedures & Fire Risk Assessments ▪ Display Screen Equipment Assessments ▪ Manual Handling Assessments ▪ Risk Assessments & COSHH Assessments ▪ Health Surveillance Arrangements ▪ Work Equipment Inspections & Maintenance ▪ Personal Protective Equipment PPE ▪ Access to a Competent Health and Safety Advisor ▪ Contractor Management & Competence Assessment ▪ Workplace Safety Inspections

	<ul style="list-style-type: none"> ▪ Fire Risk Assessments
	<p>British Safety Council</p> <p>As a member of the government regulated British Safety Council we continue to use the guidelines and standards to improve our employee's environment. This includes staff safety, risk assessments, manual handling (in our warehouse), environmental management and occupational health.</p>
	<p>Safety Schemes in Employment (SSIP)</p> <p>Computacenter meet all criteria of the SSIP accreditation scheme; one which is approved by the Health and Safety Executive. It helps us by advising and interpreting the appropriateness of Health and Safety assessment schemes. This is because we have a diverse work force ranging from engineers on the road, warehouse operatives, forklift drivers and goods in to account managers, event organisers and datacentre specialists.</p>

Workforce Matters – Measurement

The tangible examples given are all measurable;

The annual renewal of our standards and accreditations demonstrates consistent levels of quality. [REDACTED] We measure complaints and grievances and champion success with Excellence in Action awards. We monitor the rate of adoption of our health and wellbeing initiative and have our occupational health teams and staff champions on hand to educate, advise and promote uptake. This is facilitated through our “Happy Healthy Me” portal and we promote other lifestyle initiatives through “Health Matters” webinars which can be accessed by all permanent employees.

[REDACTED]

The satisfaction and contentedness of our staff is reflected outwards to our Customer base. [REDACTED].

Positive approach to rewarding workers

We employ a fairly paid and positively supported local workforce around all of our offices. We benchmark our salaries based on a number of market factors. We work across the UK, and reflect the cost of living in our salaries. As an organisation accredited by ‘Investors in People’, our pay scales exceed the ‘minimum wage’ in all our offices in the UK.

Skills & Training

Our business is founded on over thirty years of technical knowledge, staff development, accreditation and skills investment. We commit fully to long-term strategic relationships with all major IT infrastructure hardware and software vendors by holding the highest levels of industry accreditation, gained through sponsoring our technical staff through a rigorous and systematic technical development programme.

Fundamental to our services and solution marketplace success, technical development is under continual review to ensure we are able to support the latest technology solutions required to drive innovation, savings and change as well as fully maintaining legacy IT infrastructures.

Our Shared Services Factory model is the industrialisation of business processes and key components: processes and tools based on industry best practices including PRINCE2 and ITIL. TEMPO, our project delivery and transformation methodology based on PRINCE2, is key in deploying repeatable and consistent best practice across the Managed Service lifecycle between project managers, specialists and service management reducing duplication of effort and increasing clarity for all parties. Accredited and recognised toolsets aligned to ITIL, Six Sigma and PRINCE2 methodologies covering Service Management, Enterprise Management and Response management underpin this approach. Training on these tools and the consistency of approach allows deployment of best practice; measurement and management of our ICT managed services.