

**National Framework Agreement for the Provision of Refurbished Electronic Devices
and Repair Services**

Project Reference: F/078/RRED/22/MH

SCHEDULE A
FRAMEWORK AGREEMENT SPECIFICATION

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1. Aims and Objectives of the Framework

The Countess of Chester Hospital NHS Foundation Trust's Commercial Procurement Service wishes to establish a Framework Agreement to provide a sustainable and cost-effective method to extend the life cycle of mobile electronic devices. If Participating Organisations use mobile electronic devices for longer, there will be a reduction in the environmental impact from the decrease in the quantity of devices created and disposed of each year.

2. Structure of the Framework

Lot 1: Repair of mobile electronic devices

Under this Lot, the supplier(s) will carry out diagnoses and repair of mobile electronic devices. Repairs will include work to the frame, small parts, LCD, OLED, and camera. All repairs would be covered with an appropriate warranty.

Lot 2: Supply of refurbished devices

Under this Lot, the supplier(s) will provide refurbished mobile electronic devices with an appropriate warranty.

Lot 3: Complete Service – Repair of mobile electronic devices and supply of refurbished mobile electronic devices

Under this Lot, the supplier(s) will provide a complete service of the above. They will provide refurbished mobile electronic devices with an appropriate warranty, along with diagnoses and repair of mobile electronic devices. Repairs will include work to the frame, small parts, LCD, OLED, and camera. All repairs would be covered with an appropriate warranty.

3. Scope of the Framework

The scope of this Framework Agreement is for the repair of mobile electronic devices and the provision of refurbished mobile electronic devices. For clarity, under this framework agreement, the term mobile electronic device includes mobile phones and tablets as a minimum. In addition to this, the Supplier(s) may also provide a wider range of mobile electronic devices to supplement their mobile phone and tablet offering, to provide a broader solution to potential customers. However, mobile phones and tablets are the core focus of this framework agreement.

4. Lot 1: Repair of mobile electronic devices

4.1. **Repair Services:** The Supplier will provide a range of repair services for a wide variety of mobile electronic devices.

4.1.1. The Services available will include, but are not limited to, repairs to the following:

- Display

- Small parts/cameras/housing
 - Battery
- 4.1.2. The Supplier will be capable of carrying out repair services to a comprehensive range of mobile electronic devices. This must include a range of models from a range of manufacturers.
- 4.2. **Benefits:** The service offering should be capable to delivering benefits to Participating Organisations including, but not limited to:
- Cost savings
 - Data
 - Warranty
 - Environmental
 - Convenience
- 4.3. **Electronic Catalogue:** The Supplier must provide and maintain an up to date electronic catalogue showing:
- The repair services available
 - The make and models upon which services can be carried out
 - The price of each service being carried out on each model
- 4.4. **Booking Process:**
- 4.4.1. The Supplier must operate a booking process for all repair services.
- 4.4.2. The process must be adaptable to suit individual client needs and existing internal processes.
- 4.4.3. The process must include provision for order validation and authorisation by the Participating Organisation if required.
- 4.5. **Logistics:**
- 4.5.1. The Supplier must offer a door to door collection/delivery service as a minimum.
- 4.5.2. Additional carriage options for transporting the devices between the end user and the Supplier may also be offered by the Supplier if desired but are not mandated as part of this specification.
- 4.5.3. The Supplier must be able to deliver to, and receive from, both business and home locations.
- 4.5.4. Proof of receipt and delivery, along with any other relevant documentation, must be available to the end user.
- 4.5.5. Devices must be fully traceable throughout the repair process.
- 4.6. **Loan Devices:** Loan devices must be available to clients if required.
- 4.7. **Part Specification:** The Supplier must use (and be able to show proof that they are using) only the following parts as part of their repair services:

Device Make	Repair	Part Specification
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Apple Products	Display	High Quality inCell LCD/Soft OLED (as appropriate) or Refurbished Only or IRP Repairs
	Small Parts / Cameras / Housing	Genuine Pulls Only or IRP Repairs
	Battery Replacements	CE Marked High Quality Replacements Only
Samsung	Display & Small Parts / Rear Covers	Genuine Samsung Service Packs Only
	Battery Replacements	Genuine Service Pack Batteries Only
Huawei	Display & Small Parts / Rear Covers	Genuine Huawei Service Packs Only
	Battery Replacements	Genuine Service Pack Batteries Only

4.8. **Warranty:** The warranty provided on repairs must be a minimum of 12 months on all parts and LCDs, and a minimum of 3 months on all battery repairs.

4.9. **Disposal:** The Supplier must dispose of all waste produced as part of the repair process in accordance with all applicable legislation.

4.10. **Data Security:** The Supplier must have appropriate processes in place to handle personal data securely, and in accordance with all relevant legislation, as part of the repair processes.

4.11. **Customer Service and Support:**

4.11.1. The Participating Organisation end user must be able to contact the Supplier for support and advice. The Supplier must therefore provide appropriate customer support to meet potential client requirements.

4.11.2. A dedicated point of contact for queries, delivery problems and product/repair advice must be available for the duration of the Framework Agreement and for any Contract called off from the Framework Agreement whose end date is after the expiry date of the Framework Agreement.

4.11.3. The Supplier will use its best endeavours to ensure the availability of services to meet Participating Organisation requirements and must have robust systems and process to manage any 'unavailable' services.

4.11.4. The Supplier must provide Management Information reports on the repair services provided to Participating Organisations. Reports must be provided on a schedule to be agreed with each Participating Organisation. Reports must be available in electronic format.

4.12. **Invoicing:** The Supplier must offer a range of invoicing solutions to the client. These must include as a minimum, invoice per repair, and monthly consolidated invoices for all repairs carried out during the month.

- 4.13. **Bench Service:** The Supplier must advise if there is a fee for diagnosis of a repair, or if no repair is needed.

5. Lot 2: Supply of refurbished devices

- 5.1. **Supply Services:** The Supplier will provide a range of refurbished mobile electronic devices.
- 5.1.1. All refurbished devices will not have had board work (micro soldering) or any repairs to the face ID or home buttons. Replacement of other components and batteries is acceptable.
- 5.1.2. The Supplier make available a wide range of models of electronic devices from a wide range of manufacturers.
- 5.2. **Benefits:** The service offering should be capable to delivering benefits to Participating Organisations including, but not limited to:
- Cost savings
 - Data
 - Warranty
 - Environmental
 - Convenience
- 5.3. **Electronic Catalogue:** The Supplier must provide and maintain an up to date electronic catalogue showing:
- The make and models available
 - The price of product
 - The grade of product
- 5.4. **Order Process:**
- 5.4.1. The Supplier must operate an order process for all products.
- 5.4.2. The process must be adaptable to suit individual client needs and existing internal processes.
- 5.4.3. The process must include provision for order validation and authorisation by the Participating Organisation if required.
- 5.5. **Logistics:**
- 5.5.1. The Supplier must offer a door to door delivery service as a minimum.
- 5.5.2. Additional carriage options for transporting the devices to the end user may also be offered by the Supplier if desired but are not mandated as part of this specification.
- 5.5.3. The Supplier must be able to deliver to, both business and home locations.
- 5.5.4. Proof of receipt and delivery, along with any other relevant documentation, must be available to the end user.
- 5.5.5. Devices must be fully traceable throughout the delivery process.
- 5.6. **Part Specification:** Where repairs have been carried out to a device as part of the refurbishment process prior to its sale, the Supplier must use (and be able to show

proof that they are using) only the following parts as part of their refurbishment services:

Device Make	Repair	Part Specification
Apple Products	Display	High Quality inCell LCD/Soft OLED (as appropriate) or Refurbished Only or IRP Repairs
	Small Parts / Cameras / Housing	Genuine Pulls Only or IRP Repairs
	Battery Replacements	CE Marked High Quality Replacements Only
Samsung	Display & Small Parts / Rear Covers	Genuine Samsung Service Packs Only
	Battery Replacements	Genuine Service Pack Batteries Only
Huawei	Display & Small Parts / Rear Covers	Genuine Huawei Service Packs Only
	Battery Replacements	Genuine Service Pack Batteries Only

5.7. **Warranty:** The warranty provided on all refurbished devices repairs must be a minimum of 12 months.

5.8. **Disposal:** The Supplier must dispose of all waste produced as part of the refurbishment process in accordance with all applicable legislation.

5.9. **Data Security:** The Supplier must have appropriate processes in place to handle personal data securely, and in accordance with all relevant legislation, as part of the refurbishment processes.

5.10. **Customer Service and Support:**

5.10.1. The Participating Organisation end user must be able to contact the Supplier for support and advice. The Supplier must therefore provide appropriate customer support to meet potential client requirements.

5.10.2. A dedicated point of contact for queries, delivery problems and product/repair advice must be available for the duration of the Framework Agreement and for any Contract called off from the Framework Agreement whose end date is after the expiry date of the Framework Agreement.

5.10.3. The Supplier will use its best endeavours to ensure the availability of products to meet Participating Organisation requirements and must have robust systems and process to manage any 'unavailable' products.

5.10.4. The Supplier must provide Management Information reports on the repair services provided to Participating Organisations. Reports must be provided on a schedule to be agreed with each Participating Organisation. Reports must be available in electronic format.

5.11. **Invoicing:** The Supplier must offer a range of invoicing solutions to the client. These must include as a minimum, invoice per purchase, and monthly consolidated invoices for all purchases carried out during the month.

6. Lot 3: Complete Service – Repair of electronic devices and supply of refurbished devices

6.1. **Repair Services:** The Supplier will provide a range of repair services for a wide variety of mobile electronic devices.

6.1.1. The Services available will include, but are not limited to, repairs to the following:

- Display
- Small parts/cameras/housing
- Battery

6.1.2. The Supplier will be capable of carrying out repair services to a comprehensive range of mobile electronic devices. This must include a range of models from a range of manufacturers.

6.2. **Supply Services:** The Supplier will provide a range of refurbished mobile electronic devices.

6.2.1. All refurbished devices will not have had board work (micro soldering) or any repairs to the face ID or home buttons. Replacement of other components and batteries is acceptable.

6.2.2. The Supplier make available a wide range of models of electronic devices from a wide range of manufacturers.

6.3. **Benefits:** The service offering should be capable to delivering benefits to Participating Organisations including, but not limited to:

- Cost savings
- Data
- Warranty
- Environmental
- Convenience

6.4. **Electronic Catalogue:** The Supplier must provide and maintain an up to date electronic catalogue showing:

- The repair services available
- The make and models upon which services can be carried out
- The price of each service being carried out on each model
- The make and models available
- The price of product
- The grade of product

6.5. **Booking Process:**

6.5.1. The Supplier must operate a booking process for all repair services and an order process for all purchases.

6.5.2. The processes must be adaptable to suit individual client needs and existing internal processes.

6.5.3. The processes must include provision for order validation and authorisation by the Participating Organisation if required.

6.6. Logistics:

6.6.1. The Supplier must offer a door to door collection/delivery service as a minimum.

6.6.2. Additional carriage options for transporting the devices between the end user and the Supplier may also be offered by the Supplier if desired but are not mandated as part of this specification.

6.6.3. The Supplier must be able to deliver to, and receive from, both business and home locations.

6.6.4. Proof of receipt and delivery, along with any other relevant documentation, must be available to the end user.

6.6.5. Devices must be fully traceable throughout the repair process.

6.7. **Loan Devices:** Loan devices must be available to clients if required.

6.8. **Part Specification:** The Supplier must use (and be able to show proof that they are using) only the following parts as part of their repair and refurbishment services:

Device Make	Repair	Part Specification
Apple Products	Display	High Quality inCell LCD/Soft OLED (as appropriate) or Refurbished Only or IRP Repairs
	Small Parts / Cameras / Housing	Genuine Pulls Only or IRP Repairs
	Battery Replacements	CE Marked High Quality Replacements Only
Samsung	Display & Small Parts / Rear Covers	Genuine Samsung Service Packs Only
	Battery Replacements	Genuine Service Pack Batteries Only
Huawei	Display & Small Parts / Rear Covers	Genuine Huawei Service Packs Only
	Battery Replacements	Genuine Service Pack Batteries Only

6.9. Warranty:

6.9.1. The warranty provided on repairs must be a minimum of 12 months on all parts and LCDs, and a minimum of 3 months on all battery repairs.

6.9.2. The warranty provided on all refurbished devices repairs must be a minimum of 12 months.

6.10. **Disposal:** The Supplier must dispose of all waste produced as part of the repair and refurbishment processes in accordance with all applicable legislation.

- 6.11. **Data Security:** The Supplier must have appropriate processes in place to handle personal data securely, and in accordance with all relevant legislation, as part of the repair and refurbishment processes.
- 6.12. **Customer Service and Support:**
- 6.12.1. The Participating Organisation end user must be able to contact the Supplier for support and advice. The Supplier must therefore provide appropriate customer support to meet potential client requirements.
 - 6.12.2. A dedicated point of contact for queries, delivery problems and product/repair advice must be available for the duration of the Framework Agreement and for any Contract called off from the Framework Agreement whose end date is after the expiry date of the Framework Agreement.
 - 6.12.3. The Supplier will use its best endeavours to ensure the availability of services to meet Participating Organisation requirements and must have robust systems and process to manage any 'unavailable' services.
 - 6.12.4. The Supplier must provide Management Information reports on the repair services provided to Participating Organisations. Reports must be provided on a schedule to be agreed with each Participating Organisation. Reports must be available in electronic format.
- 6.13. **Invoicing:** The Supplier must offer a range of invoicing solutions to the client. These must include as a minimum, invoice per repair, and monthly consolidated invoices for all repairs carried out during the month.
- 6.14. **Bench Service:** The Supplier must advise if there is a fee for diagnosis of a repair, or if no repair is needed.