**Framework Schedule 1 (Specification)**

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This Schedule sets out what we and our Buyers want.

The Supplier must only provide the Deliverables within scope of this framework.

For all Deliverables, the Supplier must help Buyers comply with any specific applicable Standards of the Buyer.

# **Scope:**

This Framework will enable suppliers to provide Buyers with a range of commoditised technology hardware and software products via an online catalogue.

Products should be standard and not built to order.

Products should be sold with a warranty, the minimum acceptable warranty is 90 days.

Products include but are not limited to;

* Laptops,
* Desktops,
* Screens and other related peripherals.
* Servers,
* Switches,
* Routers,
* Cables and other related infrastructure hardware
* Mobile phones,
* Tablets and related hardware.
* Audio visual hardware such as telephone handsets, screens and conference calls equipment
* Commercial off the shelf Software (COTS Software), Open Source Software, software licenses
* Related commodisable services, including support packs, extended warranties, delivery and imaging

# **Exclusions:**

The following services and goods are outside the scope of this Lot:

(a) IT managed services – Full outsourced managed non-commoditised Services are (with the exception of commoditised services, e.g. support packs and extended warranties) not within scope of this Lot.

(b) Chargeable consultancy (for example but not limited to stand alone consultancy, or pre-sales design)

(c) Non COTS Software

# **Our social value priorities**

These are our priorities in this procurement:

1. Modern Slavery
2. Prompt payment
3. Energy Efficiency
4. Waste Management

# **1.1 Modern Slavery**

1.1.1. The Suppliers shall at all times be compliant with the provisions of the Modern Slavery Act 2015.

<https://www.crowncommercial.gov.uk/agreements/RM3804>

1.1.2. The Suppliers shall annually complete the Modern Slavery Assessment Tool as directed by CCS.

<https://supplierregistration.cabinetoffice.gov.uk/msat>

1.1.3. The Suppliers shall make the outcomes of their Modern Slavery Assessment to Buyers when requested.

1.1.4. The Suppliers shall use the outputs of the Modern Slavery Assessment within their Continuous Improvement Plan

# **1.2 Prompt Payment**

<https://www.gov.uk/guidance/prompt-payment-policy>

# **1.3 Energy Efficiency**

1.3.1 Suppliers shall consider the energy efficiency of all Goods and/or Services offered to Buyers and provide appropriate solutions and advice:

DEFRA: <https://www.gov.uk/government/publications/sustainability-in-information-and-communication-technology-ict-a-defra-guide>

# **1.4 Waste Management**

1.4.1 Suppliers shall seek to minimise any waste associated with the products sold

1.4.2 Suppliers shall where requested provide Buyers with a waste management strategy for the Services including refresh, refurbishment or reuse of equipment and environmental recovery, recycling or disposal options.

External links for guidance:

WEEE Directive:

<http://www.environment-agency.gov.uk/business/topics/waste/32084.aspx>

# **2. General Requirements**

These are our general requirements. Supplier responsibilities shall include:

# **2.1 General**

2.1.1 Taking orders for the Products from Buyers;

2.1.2 Undertaking any billing requirements;

2.1.3 Undertaking to meet all Buyer requirements as agreed;

2.1.4 Providing a support function to deal with Buyer enquiries and issues;

2.1.5 Complying with Framework Contract PIs, Call-Off Contract service levels and any reporting requirements;

2.1.6 Providing a dedicated Supplier Framework Manager to manage the relationship between CCS and the Supplier under this Framework Contract, to resolve any issues arising from this Framework Contract and to implement any improvements/innovations during the Framework Contract Period; and

2.1.7 Complying with the CCS Management Information requirements.

# **2.2 Pricing Transparency**

2.2.1 When responding to a Further Competition Procedure the Supplier shall provide information as required by the Buyer to enable the Buyer to both understand the overall cost of the key components of the Supplier’s offer under the Further Competition Procedure and the overall value for money this provides for the period of the Call-Off Contract.

# **2.3 Continuous Improvement – Best Practice/Standards**

2.3.1 The Supplier must where possible apply continuous improvement disciplines and techniques to the Services. Any future changes to the Framework for ICT Technical Support (FITS) and ITIL processes and best practices must where relevant be adopted.

# **2.4 Customer Service**

2.4.1. The Supplier commits to reference and measure their processes and procedures against the requirements of BS8477:2014 with the intention of gaining approval to the standard (if not already approved) within 18 months of the Framework Contract Start Date.

# **2.5 Quality**

2.5.1 The Supplier must commit to applying quality standards either to an official ISO standardisation or via evidence that quality standard processes and reporting are in place.

2.5.2 The Supplier must have processes in place for handling DOA issues and failures.

2.5.3 The Supplier must offer a range of warranties, subject to Buyer requirements, including extended product warranties with processes in place to perform repairs under warranty and to expedite product returns and/or replacement.

# **2.6 Catalogue Requirements**:

These are our requirements specific to providing a catalogue of products.

2.6.1 The Supplier shall have the capability to provide sufficient information, as specified by the Authority, to enable Supplier pricing and, where practical, stock information to be matched and attached to a common specification of a wide range of commodity technology products. This may include (but is not limited to) :-

(i) Manufacturer name

(ii) Manufacturer part no/SKU

(iii) CNET ID (if available to the Supplier under their own licence)

(iv) An accurate UNSPSC and unaltered manufacturer part code will be provided if no CNET code is available

(v) Description of product

(vi) Price (single unit)

(vii) Price (banded for multiple unit volume discounts)

(viii) Delivery options

(ix) Delivery charge(s) linked to delivery options

(x) Stock volume held (where held by the Supplier directly)

2.6.2 Price and stock information will be subject to (maximum) hourly upload by the Supplier, either by manual or automated upload processes.

2.6.3 The Suppliers prices will be fixed at point of customer order (checkout) or system generated quote (for subsequent input to customer P2P/ Enterprise Resource Planning (ERP) systems for authorisation and purchase order production) and must be honoured for a period of up to thirty (30) days to allow for customer authorisation processes.

2.6.4 The Supplier will be a ‘prime’ contractor under this Framework Agreement and subsequent Call-Off Agreements. Use of sub-contractors is permissible but key subcontractors must be notified to the Buyer as specified in Joint Schedule 6. The Supplier as a prime contractor will take overall responsibility for delivery of all orders under the Framework Agreement.

2.6.5 Have flexible logistics and delivery capability throughout the United Kingdom to service Buyer requirements and ensure all deliveries are within normal working office hours unless requested specifically by the Buyer.

2.6.6 Account Management – the Supplier shall provide at all times to Buyers a single point of contact, via a registered generic (i.e. non-personal) email address and telephone number. The minimum acceptable timescale for a response is 2 Working Days. The single point of contact will be required to perform:

(i) Query management

(ii) Issue resolution

(iii) Ensuring accuracy and details of catalogue content

(iv) Handling complaints and customer feedback.

(v) Proof of product descriptions

2.6.7 Have in place processes for rapid resolution of invoicing queries with defined acknowledgment times and resolution timescales.

2.6.8 Purchase to Pay – if required by a Buyer, a Supplier shall provide Supplier catalogue content for a Buyer to use in their own P2P system to facilitate on-line order management, including by way of punch-out capability.

2.6.9 Where required by a Buyer, the supplier will provide enhanced web capability external to P2P systems, for example, provision of Buyer specific catalogues.

2.6.10 Payment - Contacting Bodies will require payment to be made either by credit/debit card (directly to the Supplier) or through credit accounts and purchase orders - either electronically or manually as specified by the Authority and/or the Buyer. The supplier will have the ability to accept credit/debit card payments, and the ability to invoice correctly against customer purchase orders.

2.6.11 As required from time to time, the supplier will provide additional catalogue content/information/functionality at the request of the Authority as the catalogue platform develops over the term of this Framework Agreement.

2.7 Platform Requirements

These are our requirements specific to engaging with the platform for this framework.

2.7.1 The Supplier will have the ability and capacity to interact with the catalogue platform. Details of the platform requirements including the onboarding process and the supplier feed attributes required for uploading price lists can be found in the document ‘[Tech Products Platform Attributes](https://docs.google.com/spreadsheets/d/1I-OlG-yhd-WspvdisnJcdOLSdN1vG_BGv9GHR704bm4/edit?ts=5eabc09f#gid=0)’ at Annex 1 below. Suppliers will be required to engage with the platform for testing within 10 working days of receiving the Intention to Award letter.

# **Annex 1**

