

MULTI-FUNCTIONAL DEVICES & DIGITAL SOLUTIONS

USER GUIDE

FRAMEWORK Y20031 – Education

LOT1

LOT2

Contract Period: 22nd April 2022 to 21st April 2025 + option to extend to 21st April 2026 (3 + 1 Years)

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CONTENTS

SECTION 1	WHAT DOES THE FRAMEWORK COVER?	3	>
SECTION 2	ABOUT US	4	>
SECTION 3	ORDERING VIA THE FRAMEWORK	5	>
SECTION 4	HOW TO USE THE FRAMEWORK	8	>
SECTION 5	BENEFITS AND KEY POINTS	11	>
SECTION 6	AWARDED SUPPLIERS	12	>
APPENDIX C	GDPR	14	>

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pscustomerenquiries@csltd.org.uk

THE AGREEMENT

In accordance with best procurement practice, UK Procurement Directives and Regulations, Kent County Council via Procurement Services have created a national framework agreement for the supply of **Multi-functional Devices and Digital Solutions**

The framework period is 36 months plus a further 12 months
April 2022 – April 2025 (+ 1 years extension)

FTS notice and the contract ref
2021/S 000-032040

FTS award notice and ref
2022/S 000-009923

SECTION ONE – WHAT DOES THE FRAMEWORK COVER?

LOT 1 - Leased and Purchased Multi-Functional Devices and Digital Solutions

LOT 1 covers the provision of multi-functional devices and digital solutions, to include both A4 and A4/A3 networked and standalone multi-functional devices, printers, high volume print room devices and wide format printers, all with the option of CPC maintenance. Equipment in this LOT may be procured as a direct purchase or via a lease agreement. In addition to the standard manufacturer's warranty, maintenance options must be available for all products.

Digital solutions requirements can include, but will not be limited to, a range of equipment, software and services (including on-going maintenance, support and managed print) to help control, manage and measure the effectiveness of the print environment. This can include output surveys to establish existing output trends and costs, print job accounting, device management, departmental chargeback, confidential printing, job routing based on most efficient use of devices, scanning with optical character recognition, greater efficiencies through the reduction of waste and uncollected jobs, rules-based printing.

Product Range

Product ranges must include provision for the following minimum requirements

- **Desktop and floor standing printers**
- **Wide format printers**
- **Multi-functional devices**
- **High volume equipment**
- **Mono, colour, A4 and A3 technology with a range of speeds**
- **Various finishing options**
- **Standard network interfaces for print/copy/scan/fax versions (to include java cards as standard)**
- **Management information software/user control enabling software**

SECTION TWO – ABOUT US

LOT 2 - Digital Transformation and Associated Services

Digital transformation is the process of using digital technologies to create new, or modify existing, business processes, culture, and customer experiences to meet changing customer needs and requirements.

In complement to the offering of multi-functional devices, suppliers can offer digital transformation services to enable customers to transform and improve operating processes by way of multiple solutions with the supplier of their choice. Individual opportunities will need to be tailored to meet the customer's requirement to improve efficiency, provide an agile and reliable solution that will transform and meet their business objectives.

This LOT supports both the supplier and customer/member authority in identifying and developing strategic relationships, that will provide benefits through the ability to have a single lead supplier relationship.

List of Potential Requirements

Indicative requirements include, but are not limited to, the following:

- Audio visual solutions
- Communication systems
- Cloud storage
- Document storage, distribution and management
- Facilities solutions
- High volume print devices
- Hosted services
- Hybrid mail
- ICT hardware
- ICT systems management, support and solutions
- Mail management solutions
- Multi-functional devices
- Network services
- Outsourced print solutions
- Print management, consultancy and audit
- Scanning and archiving solutions
- Software solutions
- Wide format devices

Associated services may extend beyond the scope of the goods/services purchased and may include, but not be limited to;

- End user support
- Service desk
- Installation
- Project management
- Training
- Asset management
- Consultancy



SECTION THREE – ORDERING VIA THE FRAMEWORK

Procurement Services is a trading function of the Commercial Services Group, a Professional Buying Organisation (PBO) and one of the largest trading organisations of its kind in Europe with a turnover in excess of £500 million. Tracing its roots back to 1902, as the supplies division of Kent County Council, the Commercial Services Group has grown organically to become one of the leading suppliers of products and services to the education and public sector, serving over 10,000 customers in 80+ countries. These include local government, education establishments, the care sector and the emergency services

We are also a member of the Public Sector Buying Organisation (PSBO) Central Buying Consortium (CBC), a group of County, Borough and City Councils, including Kent County Council. The purpose of which is to improve the effectiveness, by co-ordination, of local authority purchasing with the object of effecting savings in public expenditure for the benefit of its members. CBC procures approximately £750m goods and services per annum.

WHY CHOOSE PROCUREMENT SERVICES?

We strive to offer the best customer experience to ensure that all public sector establishments are protected from the complications and risks associated with procuring high value products and services. Below are just some of the reasons why you should consider Procurement Services as your procurement specialists.



KNOWLEDGE

With over 100 years of collective experience dealing with the public sector, every member of staff at Procurement Services can call upon the vast amount of knowledge and experience we have as a team to ensure we can assist you with even the most complicated of queries.



SUPPORT

Every member of the Procurement Services team is just a phone call away. We are here whenever you need us to help support you through the tender process, offer advice or act on your behalf when liaising with suppliers.



CHOICE

We work with some of the top suppliers and manufacturers in the industry. Every framework has been thoroughly created to ensure that you, the customer, get the best terms and conditions from the best suppliers offering the best products and services on the market.



COMPLIANCE

All of our frameworks are national, fully compliant and adhere to the latest Public Contracts Regulations (2015). As well as being able to offer you full PCR 2015 compliance and strong buying power, we provide terms and conditions that are designed specifically for the public sector to protect you. There is no necessity to run a full tender as we have already done the hard work for you.



EASY TO USE

Our ready-made frameworks are convenient and simple for all customers to access. We help make the end-to-end procurement process as easy as possible to ensure everyone gets their desired outcome.



SECTION THREE – ORDERING VIA THE FRAMEWORK

Procurement Services provide a managed service to educational establishments and will assist your procurement, from quotations, ordering through to billing and account management.

Quotations

Our team of account specialists can provide you with a free quotation based on your requirements, across the range of suppliers on the framework.

Our team will provide help to establish/understand requirements and provide cost comparisons against current equipment based on any detail they are able to share, saving time in having to seek multiple quotes.

Terms and conditions remain consistent so customers have one less variable in the comparison.

Meetings/Site Visits

Should your requirement be complex we can hold a meeting with you either via Teams to discuss options or arrange to visit your site.

Service Level Agreement

Standard deliveries are FOC and made within 15 days of receipt of a correct order. All service engineers are manufacturer trained and will attend site on an average response time of four working hours (maximum of six). The average machine uptime is 97%. Should you experience issues with your device call the account specialists team who will escalate this for you. We hold quarterly meetings with all suppliers to review service, ensuring the SLAs are being adhered to and that customers continue to receive the best possible service.

Terms and Conditions

Please contact the account specialist team who will be able to provide you with the terms and conditions of the individual contract.

Key Points

- Lease charges and CPC charges of Individual Contracts cannot increase, however reductions will be accepted.
- Where products have been purchased outright then the Maintenance Services should be available for 7 years from the date of installation.
- In addition, all replacement parts, consumables and non-network accessories will be available for a minimum of 7 years after production ceases.
- The initial agreed lease period can be extended for a further agreed period provided the reduced Lease is less than the open market value for the asset.
- CPC billing includes maintenance, support and consumables.
- CPC costs will be per printed page, and will not vary with page size (A6, A5, A4, A3, A3+, SRA3 and banner page) and should include all consumables excluding paper.

TO ACCESS THE INDIVIDUAL CONTRACT SERVICE REQUIREMENT





ASSESSMENT CRITERIA HEADINGS

The headline criteria to be used at further competition stage shall be a combination of:

 Price  Quality of service/added value



LENGTH OF AN INDIVIDUAL CONTRACT

In accordance with the 'Public Contract Regulations 2015' individual contracts based on a framework are to be awarded before the end of the term of the framework itself. The duration of the individual contract does not need to coincide with the duration of the framework, but might, as appropriate, be shorter or longer. In particular, the customer is allowed to set the length of individual contracts based on a framework taking account of factors such as the time needed for their performance, where maintenance of equipment with an expected useful life of more than four (4) years is included or where extensive training of staff to perform the individual contract is needed.

The individual contract terms and conditions will apply and will remain in force after the expiry of the framework until such time all individual contracts expire or are terminated.

Service Calls

To arrange a service call with one of our suppliers please use the contact details below:

Apogee

03450 09955 | <https://customer.apogeecorp.com/Account/Login>

Kyocera

03330 151 855 | www.kyoceragroupservice.co.uk

Ricoh

0330 123 0311 | <https://eservice.ricoh.co.uk>

SCC

0121 766 7000

Sharp

0800 243 183

The DMS Digital Group

03330 151 900 | <https://thedmsgroup.customerportal.online>

Contact our Account Specialist team

The account specialist team are available between 8.30-17.00 weekdays.

procurementservices@csltd.org.uk

Rebecca Weaving (Senior Account Specialist)

rebecca.weaving@csltd.org.uk | 01622 237122

Stuart Whitehead (Senior Business Development Executive)

stuart.whitehead@csltd.org.uk | 01622 236868

SECTION FOUR – HOW TO USE THE FRAMEWORK

This framework allows for customers to place their orders via direct award or further competition.

The customer is strongly advised to carry out their own due diligence before selecting whether they conduct a further competition or direct award with any of the awarded suppliers. The customer will determine the requirement, specification and award, based on the Most Economically Advantageous Tender (MEAT).



DIRECT AWARD

Placing an order with any capable supplier awarded on the framework, without re-opening competition, following the criteria set out below.

Regulation 33(8)(a) of the Public Contracts Regulations 2015 (PCR 2015) sets out the criteria for making a direct award where a framework is concluded with more than one supplier:

- All the terms governing the provision of the works, services and supplies concerned are set out in the framework, and
- The objective conditions for determining which of the suppliers on the framework shall perform them are set out in the procurement documents.

In accordance with the above regulation, direct award orders may be placed under this framework provided the customer can meet any one of the following objective conditions:

- Customer is satisfied that, following their own due diligence, they can identify the supplier that offers best value for their requirement
- The supplier is able to supply the required services within the customers timescales
- The supplier achieved the highest total score during the evaluation process
- Goods/services required are unique/exclusive to one vendor/supplier
- Continuity of existing goods/services from an awarded supplier





FURTHER COMPETITION

Re-opening competition with all the capable suppliers awarded on the framework to determine the most appropriate supplier for a defined period of time or project.

The customer may choose to implement, amend or provide alternative terms and conditions to those contained within the Multi-Functional Devices and Digital Solutions individual contract terms and conditions. Any such amendments or alternative terms and conditions will be contained within the further competition documents and/or the order/individual contract.

In order to adhere to ‘The Public Contracts Regulations 2015’ when re-opening competition under this framework the customer should follow the steps below:

- 1 The customer must invite all suppliers on the framework who are deemed capable of delivering the particular requirement.
- 2 The customer shall be responsible for formulating a specification/product brief containing full details of the work/products required.
- 3 The customer will send the specification/product brief to all suppliers quoting the framework reference number. A reasonable and proportionate time limit should be set for the submission of fully completed tender responses.
- 4 Responses received must be kept in a secure place, unopened, until the designated closing date and time for final submissions has passed. Responses received after the specified date and time should be rejected unopened.
- 5 The submitted response shall be evaluated in accordance with the criteria stated in the original specification/product brief. The headline criteria used must be the same as the headline criteria used for the original framework or part thereof, but the customer may change the weightings and add their own sub-criteria to apply.
- 6 The tenderers must be advised of the result in writing including brief details on where they scored points and where they did not.
- 7 A required ‘standstill period’ does not apply to further competitions held under a framework. However, it is advisable to hold a standstill period in relation to a further competition as it is possible a supplier may challenge the decision and apply to court for a ‘declaration of ineffectiveness’ which could lead to the individual contract being terminated and possibly a fine or compensation claim.
- 8 There is no scope at the further competition stage to select on the basis of general financial and economic standing or technical ability, as these issues have been addressed as part of the process to establish the framework. However, this does not mean financial due diligence should not be undertaken if considered appropriate (e.g. obtaining a report on a suppliers financial standing from an appropriate agency) as long as this does not form part of any selection process.



ASSESSMENT CRITERIA HEADINGS

The headline criteria to be used at further competition stage shall be a combination of:

 Price  Quality of service/added value

Customers may add their own sub-criteria underneath these headings and select their own weightings that shall be relevant to their individual requirements.

Further Competition template

A further competition template is available from Procurement Services, please contact us on pscustomerenquiries@csltd.org.uk



LENGTH OF AN INDIVIDUAL CONTRACT

In accordance with the 'Public Contract Regulations 2015' individual contracts based on a framework are to be awarded before the end of the term of the framework itself. The duration of the individual contract does not need to coincide with the duration of the framework, but might, as appropriate, be shorter or longer. In particular, the customer is allowed to set the length of individual contracts based on a framework taking account of factors such as the time needed for their performance, where maintenance of equipment with an expected useful life of more than four (4) years is included or where extensive training of staff to perform the individual contract is needed.

The individual contract terms and conditions will apply and will remain in force after the expiry of the framework until such time all individual contracts expire or are terminated.

SECTION FIVE – BENEFITS AND KEY POINTS



All our frameworks are free to access.



This framework is fully compliant with the Public Contracts Regulations 2015.



Authorised participants can **re-open competition** within the framework, removing the need for a full tender exercise or lengthy supplier evaluation each time they have an Multi-Functional Devices and Digital Solutions requirement, saving time and costs associated with procurement exercises.



Direct award capability giving you a quick, easy and PCR 2015 compliant route to procurement.



The terms and conditions are safe and designed to protect you.



Free and full support on using the framework through the Procurement Services team.



You are able to benefit from aggregated spend and lower pricing based on the value of the overall contract, even on low spend orders.



The framework will be managed and monitored by Procurement Services (acting for Kent County Council) on behalf of our customers and your views and requirements will be taken into account when reviewing and developing the contract.



Social value is an increasingly important way in which we look to support our customers and communities throughout the UK. Social value is now a 10% weighting within every single new framework, so we can be certain that we are awarding suppliers who are committed to contributing to communities.




SECTION SIX – AWARDED SUPPLIERS




The following suppliers have been appointed to this framework – Awarded LOTS 1 2


 1 2


**APOGEE CORPORATION LTD
(PROVIDING TOSHIBA)**
To view supplier contact details [VISIT HERE](#)

 1 2
KYOCERA DOCUMENT SOLUTIONS UK
To view supplier contact details [VISIT HERE](#)

 1 2
RICOH UK LTD
To view supplier contact details [VISIT HERE](#)

  1 2

SCC (PROVIDING CANON AND HP)
To view supplier contact details [VISIT HERE](#)

 1 2
SHARP BUSINESS SYSTEMS UK
To view supplier contact details [VISIT HERE](#)

 2
THE DMS DIGITAL GROUP
To view supplier contact details [VISIT HERE](#)

 [For more information on all suppliers visit here](#)

[GDPR](#) 

APPENDIX C – GDPR



WE ARE COMMITTED TO PROTECTING YOUR PRIVACY.

We take your privacy seriously and will only use any personal information that we collect from you, or that you provide, relating to the products and services you have requested from us, or whereby you make an enquiry about our products or services.

As the contracting authority for framework Y20031 Multi-Functional Devices and Digital Solutions, we have included a GDPR data protection legislation clause in the framework and individual contract terms and conditions.

However, we recommend that any framework users/member authorities should complete their own due diligence to ensure the suppliers they are purchasing from can provide 'sufficient guarantees' that the requirements of GDPR will be met and the rights of data subjects protected.

PRIVACY NOTICE

For more information on our privacy notice please go to the following link:

www.commercialservices.org.uk/privacy-policy/



To see the privacy notices of our trusted third party suppliers please visit their individual websites.



PROCUREMENT SERVICES FRAMEWORKS

Procurement Services offer fully PCR 2015 compliant, simple-to-use frameworks. With full, free procurement support, ensuring you can operate with complete peace of mind. Further competition service provided by our procurement experts is available.

With over 20 years of experience we'll ensure you have everything you need and are able to make the best decisions for your organisation. Our free, impartial advice will save you time and money.

We look forward to working together.

Thanks for choosing Procurement Services as your trusted partner.

We can support and guide you through your purchase, offering security and peace of mind.

Tarryn Kerr

Director of
Procurement Services

WHY CHOOSE PROCUREMENT SERVICES?

- ✓ Market-leading frameworks
- ✓ Complete peace of mind
- ✓ Continued support for the life of your individual contract
- ✓ All frameworks are PCR 2015-compliant and adhere to government guidelines
- ✓ Full tender process already completed
- ✓ All our suppliers are fully approved
- ✓ Complete public sector solutions



0808 281 9439



psframeworks@csltd.org.uk



www.procurementservices.co.uk