

IT HARDWARE, ITAD & ASSOCIATED SERVICES **USER GUIDE** FRAMEWORK Y26005

Contract Period: 14th November 2025 to 13th November 2029

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THE AGREEMENT

In accordance with the Procurement Act 2023 Kent County Council via Procurement Services have created a national framework agreement (the agreement) for the supply and delivery of IT Hardware, ITAD & Associated Services

The framework period is 48 months

14th November 2025 to 13th November 2029

FTS Notice ref **2025/S 000-034598**

FTS Award Notice ref **2025/S 000-068914**



WHAT DOES THE FRAMEWORK COVER?





SECTION ONE - WHAT DOES THE FRAMEWORK COVER?

The framework covers the provision of a full range of IT hardware including, but not limited to, new, refurbished and remanufactured IT hardware and IT Asset Disposition of the following goods, end user devices, AI hardware, technology infrastructure, consumables and peripheral equipment as below.

· End user devices

- o Desktop computing devices
- o Laptops/notebooks
- o Smartphones and handheld devices
- o Tablets and 2 in 1 devices
- o Thin clients
- o Workstations

Technology infrastructure

- o Data centres
- o Hubs
- o Network hardware
- o Routers and switches
- o Servers
- o Storage

Al hardware

- o Al edge and IoT hardware
- o Al processors and accelerators
- o Al storage and networking hardware
- o Al supercomputers and HPC hardware
- o Quantum Al hardware

Peripheral equipment

- o Docking stations
- o External storage
- o Keyboards and mice
- o Monitors
- o Printers and scanners
- o Webcams and headsets

Consumables

- o Cabling
- o Connectors
- o Power adapters, chargers and batteries
- o Power supply units
- o Printing cartridges
- o Spare parts and components

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

- · Al hardware optimisation
- Approved destruction of products
- Asset management
- End user support and training
- Hardware imaging and pre-configuration
- Installation and deployment
- Integration
- Maintenance and support
- Management and monitoring services

- · Project management
- Sanitisation
- · Secure computer recycling and disposal
- · Secure data erasure and destruction
- Service desk
- Security services
- Software
- Technical support and helpdesk

WHO CAN ACCESS THE FRAMEWORK?





SECTION ONE - WHAT DOES THE FRAMEWORK COVER?

The framework is split into 4 LOTs:



New IT Hardware

Lot 1 allows for the provision of new IT hardware solutions which includes installations and suitable software may also be procured via this Lot. All products procured and delivered through this agreement must be new and accompanied by the manufacturer's warranty.



Remanufactured and Refurbished IT Hardware

All products supplied and delivered via this Lot must be remanufactured or refurbished hardware.

Remanufactured denotes used IT hardware which has been through a robust process ensuring a product is restored to at least its original specification or higher. Remanufactured products are wiped of data and restored to the factory settings and include a warranty. In addition to hardware suitable software may also be procured via this Lot.

Refurbished IT hardware refers to previously used equipment that has undergone a thorough refurbishment process. This process typically includes inspection, repair, replacement of faulty components, and comprehensive quality testing to ensure the product is fully functional and reliable. All refurbished items are securely data-wiped, restored to factory settings, and supplied with a warranty. Where appropriate, compatible software may also be procured under this Lot.

Minimum Standards and Grading Definitions

All refurbished and remanufactured IT hardware supplied under this framework including but not limited to laptops, desktops, tablets, servers, monitors, and peripherals must meet the following minimum standards. These apply regardless of device type or form factor and form part of the supplier's contractual obligations for the duration of the framework.

Grade	Description	Cosmetic Condition	Functionality
Grade A	Excellent refurbished condition	Very light wear only. May include minor hairline scratches or scuffs not visible at arm's length. No dents, cracks, broken ports, missing keys/buttons, or screen defects. Devices must present to the end user as clean and professional.	Fully functional. Hardware must perform to original specification. For battery-powered devices (e.g. laptops, tablets), battery must retain at least 80% of original capacity. All ports, fans, input devices, and displays must operate as intended.
Grade B	Good refurbished condition	Moderate cosmetic wear permitted. May include visible scratches, small dents, or signs of wear on casing, bezels, or input devices. No cracks. Minor screen blemishes permitted if not visible during typical use.	Fully functional. For battery-powered devices, battery must retain at least 70% of original capacity. Devices must be stable, boot reliably, and pass functional testing. Grade B equipment may only be supplied with prior written agreement at call-off.

WHO CAN ACCESS THE FRAMEWORK?





SECTION ONE - WHAT DOES THE FRAMEWORK COVER?



IT Asset Disposition

This Lot covers secure and compliant disposal, and asset remarketing and recovery for IT equipment. Services include, but are not limited to data wiping, secure storage and transportation, hardware destruction and disposal, on-site decommissioning and reporting. This is all in compliance with all current regulations such as WEEE, GDPR and NCSC Secure Sanitisation Guidance.



One-Stop Shop

This Lot is a one-stop shop for the provision of new, remanufactured and refurbished IT hardware and IT asset disposition services.

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WHO CAN ACCESS THE FRAMEWORK?





SECTION TWO - WHO CAN ACCESS THE FRAMEWORK?

This framework is for use by customers in the United Kingdom, British Overseas Territories, and Crown Dependencies that exist on 13/06/25 and which fall into one or more of the following categories:

- Ministerial government departments
- Non ministerial government departments
- Executive agencies of government
- Non-Departmental Public Bodies (NDPBs), including advisory NDPBs, executive NDPBs, and tribunal NDPBs
- Assembly Sponsored Public Bodies (ASPBs)
- Police forces
- Fire and rescue services
- Ambulance services
- Maritime and coastguard agency services
- NHS bodies
- Educational bodies or establishments including state schools (nursery schools, primary schools, middle or high schools, secondary schools, special schools), academies, colleges, Pupil Referral Unit (PRU), further education colleges and universities
- Hospices
- National parks
- Housing associations, including registered social landlords
- Third sector and charities
- Citizens advice bodies
- Councils, including county councils, district councils, county borough councils, community councils, London borough councils, unitary councils, metropolitan
- https://www.find-tender.service.gov.uk/Notice/034598-2025

TO ACCESS THE FRAMEWORK AGREEMENT

Potential customers must complete the Customer Access Agreement Form - Appendix A



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ABOUT US (>)





SECTION THREE - ABOUT US

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 more than £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 our frameworks are national, fully compliant and adhere to the latest regulations. As well as being able to offer you full Procurement Act 2023 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.

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HOW TO USE THE FRAMEWORK





Call-Off Contract Award

Call-off contracts may be awarded using one of three methods: direct award, Rapid Request for Quote (RFQ) or further competition. The ultimate responsibility for selecting the most appropriate and compliant route for a specific requirement rests with the customer.

The onus will be on the customer to carry out their own due diligence before selecting which method to use. The customer will determine the requirement, specification and award, based on the Most Advantageous Tender (MAT).

Direct Award (award without a competitive selection)

This framework permits direct award in accordance with PA23. The key provisions that relate to awarding a call-off contract without further competition via a framework are found in **Sections 45 to 49**, particularly **Section 45(4)** and **Section 49(10)**.

A direct award allows a customer to award a contract to a single supplier without a new competition. This is permitted where the customer can objectively determine the Most Advantageous Tender (MAT) for their requirement based on the original tenders submitted by suppliers to join this framework.

- · All suppliers have been evaluated against consistent and transparent quality questions.
- · A clear pricing mechanism has been submitted and forms part of the framework terms.
- · These evaluation criteria form the basis for direct award decisions throughout the life of the framework.

Award based on overall rank

- The rule: Award the call-off contract to the supplier who was ranked #1 overall on the framework (based on their total score for quality and price).
- The process: If the #1 supplier cannot meet the need, the customer must document this and proceed to the #2 ranked supplier, and so on.
- Best for: General requirements where overall supplier capability is the priority.

Overall rank information is available upon request. Customers must retain an auditable record justifying their selection, demonstrating how the supplier's offer was the most advantageous based on the framework's established evaluation model.

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Competitive Call-Off Contract Selection Process

Award based on lowest price

- The rule: Award the call-off contract to the supplier offering the lowest price for the specific need. The price is determined in one of two ways:
 - o **From the price schedule:** For items listed in the benchmark price schedule, the award is made to the supplier with the lowest price for that specific item.
 - o **From the volume discount:** For items not on the price schedule, the award is made to the supplier whose committed framework discount results in the lowest final price.
- Best for: Standard or commoditised requirements where price is the primary driver.

Customers may take into account:

- The supplier offers the most competitive pricing using the submitted pricing mechanism;
- · Supplier capability and delivery approach (Quality Criterion).
- · Specific strengths in service, innovation, sustainability, or compatibility
- · Any other factors that align with the framework's original award criteria
- The supplier has the best capability for the specific product, service, or location;
- The supplier achieved the highest score for quality, price and/or social value during the framework evaluation process.
- The supplier's model delivers continuity or integration with existing estate or contracts.

Pricing information is available upon request. Customers must retain an auditable record justifying their selection, demonstrating how the supplier's offer was the most advantageous based on the framework's established evaluation model.

Rapid RFQ

This is a streamlined, competitive process that allows for customer judgment on essential requirements, with price being the ultimate decider. It's perfect for when you have specific, non-negotiable needs.

How to run a Rapid RFQ:

- Optional EOI This is where the customer sends out an EOI to all awarded framework suppliers for the lot, and only takes forward those who respond to the EOI.
- **Define Pass/Fail Criteria**: The customer defines their need by identifying a few **essential**, **non-negotiable requirements**. These are not for scoring; they are simple "Yes/No" gates.
- **Example**: "We need a cloud engineer who 1) holds an active AWS Solutions Architect certification (Pass/Fail) and 2) can be on-site in Exeter within 48 hours (Pass/Fail)."
- Issue Rapid RFQ The customer sends this simple request to all capable suppliers on the framework, setting a short, fixed deadline (this is not a defined duration.)





- Suppliers submit simple bids: Suppliers respond with two things only:
 - o Confirmation and evidence that they meet the Pass/Fail criteria.
 - o Their price for the work.
- **Customer applies judgment (compliantly)**: The customer evaluates the responses. This is the judgment step. They assess the evidence and decide "Yes" or "No" for each supplier against the Pass/Fail criteria.
- Award to the Most Advantageous Tender Compliant Supplier: From the pool of suppliers who passed all the
 essential checks, the call-off contract is awarded to the one who submitted the Most Advantageous Tender as
 determined by the customer.
- **Best For:** Requirements needing a specific, verifiable skill, where price is the deciding factor after that essential need is met.

Further Competition

A Further Competition process is used where customers carry out a competition for the award of a call-off contract.

How to run a further competition:

- The customer must invite all suppliers on the framework who are deemed capable of delivering the particular requirement.
- The customer shall be responsible for formulating a specification/product brief containing full details of the goods/services required.
- 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 bid responses.
- Responses received must be 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.
- 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.
- The Bidders must be advised of the result in writing. Customers are not required to provide suppliers with an assessment summary however, they are encouraged to do so as a matter of best practice.
- A standstill period is voluntary, however if you do provide one it must be for a period of no less than 8 working days beginning with the day on which the contract ward notice is published and must be completed before entering into the call-off contract.

Best For: Complex projects, high-value Call-Off Contracts, and any situation where the quality of the solution is a critical factor.





Conditions of Participation

Under this framework a further competition process provides for conditions of participation if the customer is satisfied that the conditions are a proportionate means of ensuring that suppliers party to the framework have

- o the legal and financial capacity to perform the call-off contract, or
- o the technical ability to perform the call-off contract.

In this section, a "condition of participation" means a condition that a supplier must satisfy in order to be awarded a public contract in accordance with the framework.

A condition may not

- o require the submission of audited annual accounts, except from suppliers who are, or were, required to have the accounts audited in accordance with Part 16 of the Companies Act 2006 or an overseas equivalent;
- o require insurance relating to the performance of the call-off contract to be in place before the award of the call-off contract.

A condition may relate to suppliers' qualifications, experience or technical ability, but may not

- o require suppliers to have been awarded a call-off contract under the framework or by a particular customer.
- o break the rules on technical specifications in section 56, or
- o require particular qualifications without allowing for their equivalents.

When considering whether a condition is proportionate a customer must have regard to the nature, complexity and cost of the call-off contract. A condition of participation may require the provision of evidence that is verifiable by a person other than the supplier. If a supplier does not satisfy a condition of participation, the customer may exclude the supplier from participating in, or progressing as part of, the competitive selection process (further competition).

A competitive selection process may provide for the assessment of proposals, but only by reference to one or more of the award criteria against which Bids were assessed in awarding the Framework. The award criteria used for this Framework was:

Award Criteria Headings	
Price	
Quality	
Social Value	

The award criteria may be refined for example; additional sub-criteria may be included or the criteria explained further.

In any event the contracting authority and Procurement Services take no responsibility for the chosen contracting method of any individual customer.

Further Competition Template

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



BENEFITS AND KEY POINTS







LENGTH OF AN INDIVIDUAL CONTRACT

In accordance with the 'Procurement Act 2023' 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.

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SECTION FIVE - BENEFITS AND KEY POINTS



All our frameworks are free to access.



This framework is fully compliant with the Procurement Act 2023.



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 IT Hardware requirement, saving time and costs associated with procurement exercises.



Routes to market including award without competition and RFQ that ensure quick, easy and PA23 compliant procurements.



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.

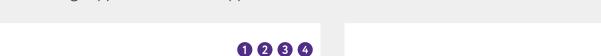
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AWARDED SUPPLIERS





The following suppliers have been appointed to this framework – Awarded LOTS 1234





ACADEMIA LTD

To view supplier contact details **VISIT HERE**





BORNGOOD

To view supplier contact details

VISIT HERE



CAE TECHNOLOGY SERVICES LTD

To view supplier contact details

VISIT HERE



For more information on all suppliers visit here



AYOO SERVICES LIMITED

To view supplier contact details





BYTES SOFTWARE SERVICES

To view supplier contact details

VISIT HERE

02



CDW LIMITED

To view supplier contact details

VISIT HERE

CUSTOMER ACCESS AGREEMENT FORM



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





CENTERPRISE INTERNATIONAL LTD

To view supplier contact details





DIGITAL DEVICES

To view supplier contact details

VISIT HERE



INSIGHT DIRECT (UK) LTD

To view supplier contact details

VISIT HERE

For more information on all suppliers visit here





IDNS LTD

To view supplier contact details

VISIT HERE

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MEDHURST COMMUNICATIONS

To view supplier contact details

VISIT HERE

CUSTOMER ACCESS AGREEMENT FORM

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The following suppliers have been appointed to this framework – Awarded LOTS 1234



MTI TECHNOLOGY LTD

To view supplier contact details

VISIT HERE



PURE IT REFURBSHED

To view supplier contact details

VISIT HERE



SOFTCAT LTD

To view supplier contact details

VISIT HERE

For more information on all suppliers visit here



To view supplier contact details

VISIT HERE



RECONOME

To view supplier contact details

VISIT HERE

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SPECIALIST COMPUTER CENTRES PLC

To view supplier contact details

VISIT HERE

CUSTOMER ACCESS AGREEMENT FORM





The following suppliers have been appointed to this framework – Awarded LOTS 1234



STORM TECHNOLOGIES

To view supplier contact details

VISIT HERE



TEQEX LTD

To view supplier contact details

VISIT HERE



To view supplier contact details

VISIT HERE

For more information on all suppliers visit here





To view supplier contact details

VISIT HERE



CUSTOMER ACCESS AGREEMENT FORM

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







For more information on all suppliers visit here

CUSTOMER ACCESS AGREEMENT FORM





FRAMEWORK IT HARDWARE, ITAD & ASSOCIATED SERVICES

FRAMEWORK REF Y26005

TO BE COMPLETED BY THE CUSTOMER

- On completion of this agreement form, Procurement Services will make available to the customer all details and documents relating to this framework.
- The customer will be entitled, at any time during the term of this framework, to order products/services as detailed in the framework.
- · The customer will have full responsibility and ownership for each individual contract they award under this framework.
- Procurement Services will retain overall responsibility for the management of the framework.

DECLARATION

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I/we accept all responsibility for both accessing and using the framework in accordance with its associated terms and conditions and in accordance with the Procurement Act 2023.

I/we agree that Procurement Services (acting on behalf of Kent County Council) have no responsibility, or liability, relating to our use of the framework.

I/we authorise Procurement Services to receive management information from the contracted supplier regarding the usage of this framework. This information shall be used by Procurement Services for contract management/administration purposes.

Name of purchasing organisation			
Address			
Customer name			
Customer signature			
Job title			
Email			
Telephone			
Estimated value £			
Length of contract (if applicable)			
Route to market			
Supplier (if known)			
Product(s) or service(s) of interest			
Authorised by Procurement Services (on	behalf of K	ent County C	ouncil):
Name		Position	
Signature		Date	
PLEASE RETURN THE FORM TO pscustomerenquiries@csltd.org.uk To submit this form online, please download to pdf first to complete.			
LET'S KEEP IN TOUCH! Please tick if you are interested in receiving information on our other frameworks and services from across the Commercial Services Group.			WHERE DID YOU HEAR ABOUT US?

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CONFIRMATION OF AWARD FORM



FRAMEWORK IT HARDWARE, ITAD & ASSOCIATED SERVICES

FRAMEWORK REF Y26005

TO BE COMPLETED BY THE CUSTOMER ONCE AN ORDER HAS BEEN PLACED WITH THE SUPPLIER.

This information shall be used by Procurement Services for contract management/administration purposes. I confirm the details of the following award of contract under framework agreement reference Y26005.

Name of purchasing organisation			
Address			
Name (printed)			
Customer signature			
Date			
Job title			
Telephone			
Email address			
Description of items/service procured			
Awarded supplier			
Contract value £			
Start date		Extension o	options (12 months)
End date			
Date of award (or period of award if you ar	re commissioning a service to be provided ov	er a period of t	ime)
Savings achieved £			
Benefits you gained by using the frame	work		
Are you happy to be contacted by Procurement Serives to discuss your experience of using the framework? $ \qquad \qquad \text{YES} \ \square \text{NO} \ \square $			yes 🗆 no 🗆
PLEASE RETURN THE FORM TO pscu	ustomerenguiries@csltd.org.uk		
To submit this form online, please download to pdf first to complete.			

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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 Y26005 IT Hardware, ITAD & Associated Services 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.

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PROCUREMENT SERVICES FRAMEWORKS





PROCUREMENT SERVICES FRAMEWORKS

Procurement Services offer fully Procurement Act 2023 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?

\odot	Market-leading frameworks
\bigcirc	Complete peace of mind
\bigcirc	Continued support for the life of your individual contract
\bigcirc	All frameworks are PCR 2015 and PA 23 compliant and adhere to government guidelines
\bigcirc	Full tender process already completed
\bigcirc	All our suppliers are fully approved
\bigcirc	Complete public sector solutions

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0808 281 9439

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psframeworks@csltd.org.uk

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www.procurementservices.co.uk