

KCS[®]

USER GUIDE

NATIONAL FRAMEWORK

SUPPLY OF MANAGED ICT SERVICES
CONTRACT PERIOD: 4 YEARS – 01/01/2018 to 31/12/2021

Ref: Y18018

LET'S KEEP THE CONVERSATION GOING...



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Central 
Buying
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1 SCOPE AND CONTEXT

In accordance with best procurement practice, EU and UK Procurement Directives and Regulations, Kent County Council via KCS Professional Services have created a national framework agreement for the supply and delivery of Managed ICT Services.

The framework period is 48 months – 1st January 2018 to 31st December 2022.

Kent County Council (the Council) is the largest local authority in England covering an area of 3,500 square kilometres. It has an annual expenditure of circa £1bn on goods and services and a population of 1.5m. The Council provides a wide range of personal and strategic services on behalf of its residents, operating in partnership with 12 district councils and 289 parish/town councils.

KCS Professional Services, is a trading unit of Commercial Services and provides a purchasing, warehousing and distribution service to a wide ranging customer base within local government and associated public bodies in Kent, neighbouring counties and across the UK.

Commercial Services is one of the largest trading organisations of its kind in Europe with a turnover in excess of £600 million and employing over 700 people from its base in Kent. Tracing its roots back to 1902, as an education stores department for Kent County Council, Commercial Services has subsequently grown organically to supply an ever-increasing range of best value goods and services to other publicly funded organisations. These include local government, education establishments, the care sector and the emergency services.

The Central Buying Consortium (CBC) is 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.

All public bodies have access to this agreement but may only do so with the agreement of the contracting authority. Those organisations who may wish to access this agreement will be members, affiliates and associates of the CBC Group, the Police service, the Fire service, the NHS & NHS Trusts, third sector organisations, academic centres (including academies), publicly funded organisations and publicly owned private companies, operating within the geographic boundaries of the United Kingdom, Channel Islands and Northern Ireland.

The agreement is also open for use by all other local authorities and public sector bodies. Full details of the classification of potential contracting bodies and end user's geographical areas and organisation classifications are detailed as follows:

Regions in England: Main Regions:- East Midlands; West Midlands; East of England; South East; South West; North West; North East; Yorkshire & Humber; London or to individual administering Councils. See link:

www.direct.gov.uk/en/D11/Directories/Localcouncils/index.htm

Northern Ireland: Administered across 26 Districts of Northern Ireland. See link:

www.nidirect.gov.uk/local-councils-in-northern-ireland

Scotland: Administered across 32 Council areas. See link:

www.cosla.gov.uk/scottish-local-government

Wales: Administered across 22 Council areas. See link:

<http://wales.gov.uk/topics/localgovernment/?skip=1&lang=en>

Classification of End User Organisations

Local Authority Councils: County, Unitary, District, Borough, and Metropolitan Councils. (Parish and Community Councils are also permissible users). See link:

www.direct.gov.uk/en/DI1/Directories/Localcouncils/index.htm

Educational Establishments: Nursery School, Primary School, Middle or High School, Secondary School, Academy, Special School, Pupil Referral Unit (PRU), Further Education College, University. See links:

www.schoolswebdirectory.co.uk/index.php

www.ukschoolsdirectory.net/

www.education.gov.uk/edubase

www.hefce.ac.uk

www.universitiesuk.ac.uk/aboutus/members/Pages/default.aspx

Police, Fire & Rescue & Maritime & Coastguard Agency Emergency Services:

See links:

www.police.uk/forces.htm

www.fireservice.co.uk/

www.nifrs.org/

www.mcga.gov.uk/c4mca/mcga07-home.htm

NHS Bodies, the HSC (Northern Ireland) and Ambulance Services:

See links:

www.nhs.uk/ServiceDirectories/Pages/AcuteTrustListing.aspx

www.hscni.net/index.php?link=trusts

www.show.scot.nhs.uk/organisations/index.aspx

www.scottishambulance.com/AboutUs/HowWeOrganised.aspx

www.wales.nhs.uk/nhswalesaboutus/structure

Central Government Departments & their Agencies:

See link:

www.direct.gov.uk/en/DI1/Directories/A-ZOfCentralGovernment/index.htm

Registered Charities:

See links:

www.charitycommission.gov.uk/About_us/Regulation/Registering_charities_index.aspx

www.oscr.org.uk/

www.nidirect.gov.uk/index/contacts/contacts-az.htm/housing-associations-contact

Registered Social Landlords: Government-funded, not-for-profit organisations that provide affordable housing.

They include housing associations, trusts and cooperatives. See link:

www.idea.gov.uk/idk/core/page.do?pagelid=7175736

www.nhfdirectory.co.uk

www.direct.gov.uk/en/DI1/Directories/Localcouncils/index.htm

Northern Ireland: Administered across 11 Council areas. See link:

www.nidirect.gov.uk/local-councils-in-northern-ireland

Scotland: Administered across 32 Council areas. See link:

www.cosla.gov.uk/scottish-local-government

Wales: Administered across 22 Council areas. See link:

<http://wales.gov.uk/topics/localgovernment/?skip=1&lang=en>

2 USING THE FRAMEWORK

BENEFITS OF USING THE FRAMEWORK

- ✓ 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 a managed ICT service requirement, saving time and costs associated with procurement exercises.
- ✓ Direct award capability giving you a quick, easy and OJEU 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 KCS Professional 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 KCS Professional 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.

THIS FRAMEWORK COVERS THE PROVISION OF MANAGED ICT SERVICES, BOTH CLOUD AND ON-PREMISE OPTIONS. INCLUDING BUT NOT LIMITED TO:

- ICT support & maintenance
 - On-site support
 - Remote support
 - Annual health check
 - Pre Ofsted check
 - Routine maintenance
 - MIS support
 - Training
- ICT strategy & planning
- Connectivity
- Cloud solutions
- Safeguarding & security
- Strategy & planning
- Data storage & back up
- Networking solutions
- ICT infrastructure

In the context of the solutions required, ICT infrastructure can include but not be limited to hardware, software, network, peripheral equipment, audio-visual equipment, user devices and mobile connectivity (as an integrated package within user devices).

AWARDED SUPPLIERS:

The following table sets out the suppliers appointed to the framework.

Supplier	Score (out of 1000)
Cantium Business Solutions	540.10
European Electronique	546.70
NEL Commissioning Support Unit	500.20
Phoenix Software Ltd	472.30
PTS Consulting Partners	600.00
RM Education	675.90
Software Box Ltd	457.50
Sota Solutions Ltd	472.70
XMA Ltd	626.90

CONTRACT AWARD

The agreement allows the authorised participant to either conduct a further competition (mini-tender) or direct award with any of the Suppliers award on the relevant Lot. The authorised participant must determine the most suitable option for their organisation and award based on the Most Economically Advantageous Tender (MEAT).

Direct Award/Call-Off – Ability to meet the need as determined by the participating authority and/or authorised participant by means of selecting the most appropriate supplier based on one of the following criteria (not in any particular order):

- Ability to supply the required service
- Total value of order below £10,000
- Product or service required is unique/exclusive to one supplier
- Continuity of existing goods/services
- Authorised participants own procurement policy value threshold

While proceeding with a direct award option is fully compliant – the decision of whether this is the best value option for you is very much down to your own internal processes and procedures. As long as you and your internal organisation are happy with the choice and reasons behind it then it is a compliant option for you. Best value is not just based on price, for example if you have an existing relationship with a supplier on the framework and they are set up on your internal systems and have a full understanding of your requirements this could be of significant value to you as you do not have to go through the process of setting up another supplier and starting a new relationship. There is also a cost to consider in conducting a mini tender. These costs, which include the cost in time taken to complete, can eliminate any potential savings you might make on the product itself.

Further Competition or mini tender – a competition with the all the awarded suppliers on the agreement from time to time to determine the most appropriate supplier for a defined period of time or project.

In order to adhere to 'The Public Contracts Regulations 2015' when re-opening competition under this agreement the participating authority should follow the steps below:

1. The participating authority must invite all suppliers on the framework who are deemed capable of delivering the particular requirement.
2. The participating authority shall be responsible for formulating a specification/product brief containing full details of the work/products required.

3. The participating authority will send the specification/product brief to all suppliers quoting the framework agreement reference number. A 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.
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 agreement or part thereof, but the participating authority 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

A mini tender template is available on the KCS Professional Services website www.kcs4ps.co.uk or by contacting us on **0808 281 9439**

The contracting authority takes no responsibility for the chosen contracting method of any participating authority or authorised participants.

TENDER EVALUATION

The following table details the product specific assessment criteria and weightings used when evaluating the framework responses. These heading must be used when conducting a mini tender but the weightings can be changed.

Managed ICT Services	
Assessment Criteria	% Weighting
Price – Scenario Pricing	30
Quality of Service/Added Value	70
• Industry Standards	20
• Pre-Sales Service	20
• Service & Support	20
• Minimising Disruption	5
• Subcontractors	5

3 SUPPLIER CONTACT DETAILS**CANTIUM BUSINESS SOLUTIONS**

Sessions House
Maidstone
Kent
ME14 1QX

www.cantium.solutions

Miranda Miles – Head of Key Accounts
Tel: **03000 412184**
Email: miranda.miles@kent.gov.uk

**EUROPEAN ELECTRONIQUE**

Forward House
Oakfields Industrial Estate
Eynsham
Oxfordshire
OX29 4TT

www.euroele.com

Steve Mason – Framework Manager
Tel: **01865 883300**
Email: stephen.mason@euroele.com

**NEL COMMISSIONING SUPPORT UNIT**

Clifton House
75-77 Worship Street
London
EC2A 2DU

www.nelcsu.nhs.uk

Simon Wills – Business & Health and Justice Director, ICT
Tel: **07939 201513**
Email: simon.wills1@nhs.net

**PHOENIX SOFTWARE LTD**

Bytes House
Randalls Way
Leatherhead
Surrey
KT22 7TW

www.phoenixs.co.uk

Mark Pickersgill – Senior Bid Manager

Tel: **01904 562336**

Email: mark-pickersgill@phoenixs.co.uk

**PTS CONSULTING PARTNERS**

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Abraham Baccas – Account Manager

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 East Moor House
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 York
 North Yorkshire
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www.softbox.co.uk

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Email: tenders@softbox.co.uk



SOTA SOLUTIONS LTD

300 Cornforth Drive
 Kent Science Park
 Sittingbourne
 Kent
 ME9 8PX

www.sota.co.uk

Chris Geary – Education Business Manager

Tel: **01795 413500**

Email: chris.geary@sota.co.uk



XMA LTD

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 Ruddington Lane
 Wilford
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www.xma.co.uk

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Email: ann.oshaughnessy@xma.co.uk

4 TERMS AND CONDITIONS

To see our full terms and conditions visit our website www.kcs4ps.co.uk or to receive a copy please phone **0808 281 9439**.

5 APPENDIX A



MONITORING FORM

Managed ICT Services Y18018	
Name and address of organisation purchasing products/services	
Name of awarded Supplier	
Date of purchase/contract	
Items purchased	
Total/estimated value of order/contract	£
Please give brief details of your experience using the framework agreement	

Please e-mail the above form to stefanie.manley@kcs4ps.co.uk cc. freddie.law@kcs4ps.co.uk

Please tick if you would be interested in receiving information on our other frameworks:

Energy Recruitment Software IT/AV Managed Services
 Vehicle Services Furniture Not Interested

www.kcs4ps.co.uk

Email: sales@kcs4ps.co.uk

6 APPENDIX B



CUSTOMER ACCESS AGREEMENT

CBC Framework Y18018 for the Supply of Managed ICT Services

TO BE COMPLETED BY THE CUSTOMER

Before conducting any activity under this CBC framework, please complete this form and return it (by email or post) to KCS Professional Services via Commercial Services (the Contracting Authority), on behalf of CBC.

AGREEMENT: I confirm that the organisation detailed below intends to participate in the above-mentioned CBC framework agreement, and that in doing so will act in accordance with the guidance, instructions and contractual requirements as provided by the CBC Lead Authority and in accordance with the Public Contracts Regulations 2015.

Signature	
Date	
Printed name of person signing this form	
Position	
Name of authority, council, etc.	
Address	
Telephone	
Email address	
Product(s)/Service(s) of interest	
Estimated value	

Please tick to confirm you have read and agree to the GDPR information overleaf.

PLEASE RETURN THE FORM VIA POST:



KCS, 1 Abbey Wood Road, Kings Hill, West Malling, Kent, ME19 4YT.

or email it to stefanie.manley@kcs4ps.co.uk cc. freddie.law@kcs4ps.co.uk

CBC LEAD ACKNOWLEDGMENT of accessibility (to be completed by CBC lead):

Name:		Position:	
Signature:		Date:	

Please tick if you would be interested in receiving information on our other frameworks:

Energy Recruitment AV/IT MFDs Software Furniture
 Vehicle Supply Office Supplies Telephony Frozen, Chilled and Ambient Food
 Cleaning Catering Managed Services Not Interested



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.

For more information on our Privacy Notice go to the following link:

www.commercialservices.org.uk/privacy.aspx

To see the Privacy Notices of our trusted third party suppliers please visit their individual websites.

As the Contracting Authority for Framework (Y18018 for the Supply of Managed ICT Services) we have contacted all the framework suppliers and, where appropriate, we have issued contract amendment clauses to reflect changes in data protection legislation relating to GDPR.

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.

WE'VE GOT YOU COVERED



EXPERIENCE
MORE WITH KCS

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FRAMEWORKS

We work with the Central Buying Consortium (CBC) to offer fully OJEU-compliant, simple-to-use frameworks with full, free procurement support, ensuring you can operate with complete peace of mind.

Our free, impartial advice will save you time and money, and 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.

We look forward to working together. Thanks for choosing KCS as your trusted partner.

WHY CHOOSE KCS?

- ✓ **Market-leading frameworks**
- ✓ **Complete peace of mind**
- ✓ **Continued support for the life of your framework**
- ✓ **All frameworks are OJEU-compliant and adhere to government guidelines**
- ✓ **Full tender process already completed**
- ✓ **All our suppliers are fully approved**
- ✓ **Complete print solutions**



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“

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

Tarryn Kerr,
Head of Professional Services

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