

KCS[®]

USER GUIDE

NATIONAL FRAMEWORK

THE PROVISION OF MANAGED SERVICES
FOR BUSINESS SOLUTIONS

Ref: Y16018

LET'S KEEP THE CONVERSATION GOING...



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0808 281 9439



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Central 
Buying
Consortium

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Original OJEU contract ref: 2016/S 013-018762

OJEU Award Notice ref: 2017/S 014-022660



1 SCOPE AND CONTEXT

In accordance with best procurement practice, EU and UK Procurement Directives and Regulations, Kent County Council via KCS Professional Services and on behalf of the Central Buying Consortium (CBC) have created a Framework Agreement (the agreement) for 'The Provision of Managed Services for Business Solutions'.

The Central Buying Consortium (CBC) is a group of County, Borough and City Councils. 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.

Other public bodies will 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 will also be open for use by all other local authorities and public sector bodies. For full details of the classification of potential contracting bodies and end user's please contact the framework lead.

LEAD AUTHORITY CONTACT DETAILS

Julie Cripps (Framework Manager)

Tel: 01622 236 690

Email: julie.cripps@kcs4ps.co.uk






Freddie Law (Apprentice Framework Support Apprentice)

Tel: 01622 236 971

Email: freddie.law@kcs4ps.co.uk

2 USING THE FRAMEWORK

BENEFITS OF USING THE FRAMEWORK:

-  Users can re-open competition within the framework, removing the need to conduct a full tender exercise or lengthy supplier evaluation each time they have a managed service requirement, saving time and costs associated with procurement exercises.
-  This framework is fully compliant with the Public Contracts Regulations 2015
-  Terms & conditions are established to underpin the framework
-  The framework will be managed and monitored by KCS Professional Services (acting for Kent County Council) on behalf of our users and your views and requirements will be taken into account when reviewing and developing the contract
-  The framework has been established to ensure maximisation of economies of scale.

THE FRAMEWORK HAS ONLY ONE LOT.**List of potential services available:****REPROGRAPHIC & MAIL SERVICES**

- Offsite print & document services
- Bulk scanning
- Wide format
- Downstream access (clean mail, sort mail)
- Hybrid mail services
- Secure mail
- High volume quick turn print services
- Specialist print (litho (traditional print process), brochures, embossing)
- Finishing – square back, perfect bind, case bind, laminating, dry mounting, encapsulating

PRINT MANAGEMENT

- Print consultancy
- Production and project management service
- Software
- Hardware
- Scanning

CCM (COMPONENT CONTENT MANAGEMENT) SYSTEMS AND MARKETING SERVICES – (BILLS, POLICIES, STATEMENTS, RENEWALS)

- Sourcing, production & delivery of printed & digital communications
- Print management – corporate brochures, POS, large format outdoor posters
- On site marketing & creative services
- Print buying services
- Promotional merchandise
- Permanent POS (exhibitions, events etc.)

AUTOMATED FINANCIAL PROCESSING SERVICES

- Credit/debit card processing
- Mobile applications
- POS systems

PURCHASE TO PAY AUTOMATION

- Outsourced scan & capture for paper invoices
- Supplier electronic invoicing enablement services
- Interoperability with supplier networks
- Easy plug-in integration with existing ERP systems
- Implementation services to include:
 - Project management
 - Process design
 - Software configuration
 - System testing
 - Change management

MOBILE TECHNOLOGIES

- Mobile payment & top up
- Mobile security
- Device management

CLOUD STORAGE MANAGEMENT

- UK based support
- Public, private or hybrid solutions

IP NETWORKING SERVICES

- To provide end to end internet and local connectivity specifying how data is addressed, transmitted, routed and received at the destination.
- Firewall
- Anti virus
- E-safety solution

SERVER HOSTING

- UK based support
- Dedicated account manager

IT SERVER MANAGEMENT

- Server security
- Server support
- Technical support
- Optimise services, minimise downtime
- Installation and upgrades

CONTENT MANAGEMENT SYSTEM

- Central repository for documents that can be stored, controlled, revised & enriched.
- CMA (Content Management Application) – To allow users to add, modify and remove content from a website.
- CDA (Content Display Application) compiles information and updates web.

DOCUMENT WORKFLOW MANAGEMENT

- System used to track, manage and store documents.
- Capable of keeping a record of various versions created and modified by different users (history tracking).

DATA SECURITY & DATA LOSS PREVENTION

- Document protection for paper documents.

DATA CAPTURE ANALYTICS

- Downtime reporting
- Historical error source
- Response time reporting
- Performance reporting

DATA STORAGE (ASSESSMENTS, FEEDBACK, STUDENT WORK)

- Speed of upload/download
- Ease of use
- Security & reliability
- Compatibility
- Support
- Disposal information

HARDWARE – IT/AV – RELEVANT TO THE SERVICE PROVIDED

- Desktop devices
- Portable devices
- Tablet devices
- Boards
- Projectors

SOFTWARE – RELEVANT TO THE SERVICE PROVIDED

- Productivity applications
- Curricular software
- Installation and integration services for curricular software or automated systems purchased from third parties
- Specialist software
- Classroom management software

PERIPHERALS, AV AND SEND TECHNOLOGY

- Storage/charging for devices
- Video conferencing solutions
- IP telephony solutions
- Media streaming services

MANAGEMENT CONSULTANCY**AUDIT**

- Evaluate system internal control design and effectiveness
- Efficiency and security
- Protocols
- Development processes

Individual Contract Award

The onus will be on the customer to carry out a further competition (mini-tender) or direct award with any one or all of the awarded suppliers. The customer will determine the requirement, specification and award, based on the most economically advantageous tender response.

There are three methods permissible under this agreement;

1. Direct – 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 quantity
- Total value of order below £1,000
- Product or service required is unique/exclusive to one supplier
- Continuity of existing services or goods
- Current architecture

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.

2. Mini Competition or mini tender – a competition with the capable suppliers in the specific lot in the agreement 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. All suppliers who are party to the framework and who are deemed capable of delivering the customers particular requirement(s) must be invited. Customers can amend the weightings and values to suit their individual needs
2. The customer shall be responsible for formulating a specification/product brief containing full details of the service/products required. This should include as a minimum a set of outcomes; timescales for completion, timescales for submission of responses and evaluation methodology (see point 5 for further information relating to evaluation).
3. The customer will send the specification/product brief to all the suppliers, quoting the framework agreement reference number of Y16018 (this could be in writing, via post, through the customers own electronic tendering suite) inviting the supplier to submit a tender. 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 unless the tenderer can provide evidence that the response was submitted prior to closing date and time.
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 but the customer may change the weightings and add their own sub-criteria to apply under each headline criteria.

6. Once the customer has determined from their evaluation of submissions the Most Economically Advantageous Tender they shall inform the winning tenderer in writing (should the requirement be of significant and/or over the current OJEU threshold the customer should also advise the unsuccessful tenderers of the outcome of the process. This letter should include, the tenderers score and the plus and negative points of the tenderers response).

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.

3. Call Off – determined by the customer/participating authority by means of selecting the most appropriate supplier based on their ability to meet the immediate need of the customer/authority. This may include, but not be limited to, price, specification, lead time, quality, sustainability and environmental factors.

In any event the contracting authority takes no responsibility for the chosen contracting method of any participating authority.

ASSESSMENT CRITERIA

The headline criteria to be used at mini-tender stage shall be a combination of the following:

Stage 2	
Assessment Criteria	100% Weighting
Quality of Service/ Added Value - Evidence Based Questions	40
Ability to meet the Requirement (Presentation)	30
Cost	30

Customers may add sub-criteria underneath these headings that shall be relevant to their individual need.

Conditions of Contract pertaining to Individual Orders

The Conditions of Contract stated in Schedule Four of the ITT, shall apply to all orders placed under this agreement.

3 SUPPLIER CONTACT DETAILS

CAPITA

CAPITA BUSINESS SERVICES LTD.

HEAD OFFICE,
71 Victoria Street
London
SW1H 0XA
Tel: **020 7799 1525**
www.capita.com

David Neighbour
Capita Technology Solutions
Tel: **07939 509 325**
Email: david.neighbour@capita.co.uk



KONICA MINOLTA

KONICA MINOLTA BUSINESS SOLUTIONS UK

HEAD OFFICE,
Miles Gray Road
Basildon, Essex
SS14 3AR
Tel: **01268 534 444**
Fax: **01268 644 344**
www.konicaminolta.co.uk

Andy Haynes
Framework Manager
Tel: **07814 866254**
Email: andy.haynes@konicaminolta.co.uk

RICOH

imagine. change.

RICOH UK LTD.

HEAD OFFICE
300-800 Pavillian Drive
Northampton Business Park
NN4 7YL
Tel: **01604 814 900**
www.ricoh.co.uk

Keith Stevenson
National Account Manager
Tel: **07823 553123**
Email: keith.stevenson@ricoh.co.uk

4 OJEU NOTICES & CONTRACT AWARD NOTICES

For OJEU information please visit our website www.kcs4ps.co.uk/ojeu-notice

Phone: 0808 281 9439

Email: sales@kcs4ps.co.uk

5 MINI TENDER BLANK TEMPLATE

For a mini tender template please visit our website www.kcs4ps.co.uk/mini-tender

Phone: 0808 281 9439

Email: sales@kcs4ps.co.uk

6 TERMS AND CONDITIONS

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

7 APPENDIX B

CUSTOMER ACCESS AGREEMENT

CBC Framework Y16018 The Provision of Managed Services for Business Solutions

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 via Commercial Services, 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 RETURN THE FORM VIA POST:



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

Or scan and email julie.cripps@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 Software MFD AV/IT Furniture
 Vehicle Supply Office Supplies Telephony Managed ICT Services Cleaning
 Catering Frozen, Chilled and Ambient Food Not Interested

8 APPENDIX C

MONITORING FORM

The Provision of Managed Services for Business Solutions	
Name and address of organisation purchasing products/services	
Name of awarded supplier	
Date of purchase/contract	
Items leased/purchased and LOT used	
Total/estimated value of order/contract	£
Please give brief details of your experience using the framework agreement	

Please e-mail the above form to julie.cripps@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 MFD AV/IT Furniture
 Vehicle Supply Office Supplies Telephony Managed ICT Services Cleaning
 Catering Frozen, Chilled and Ambient Food 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:

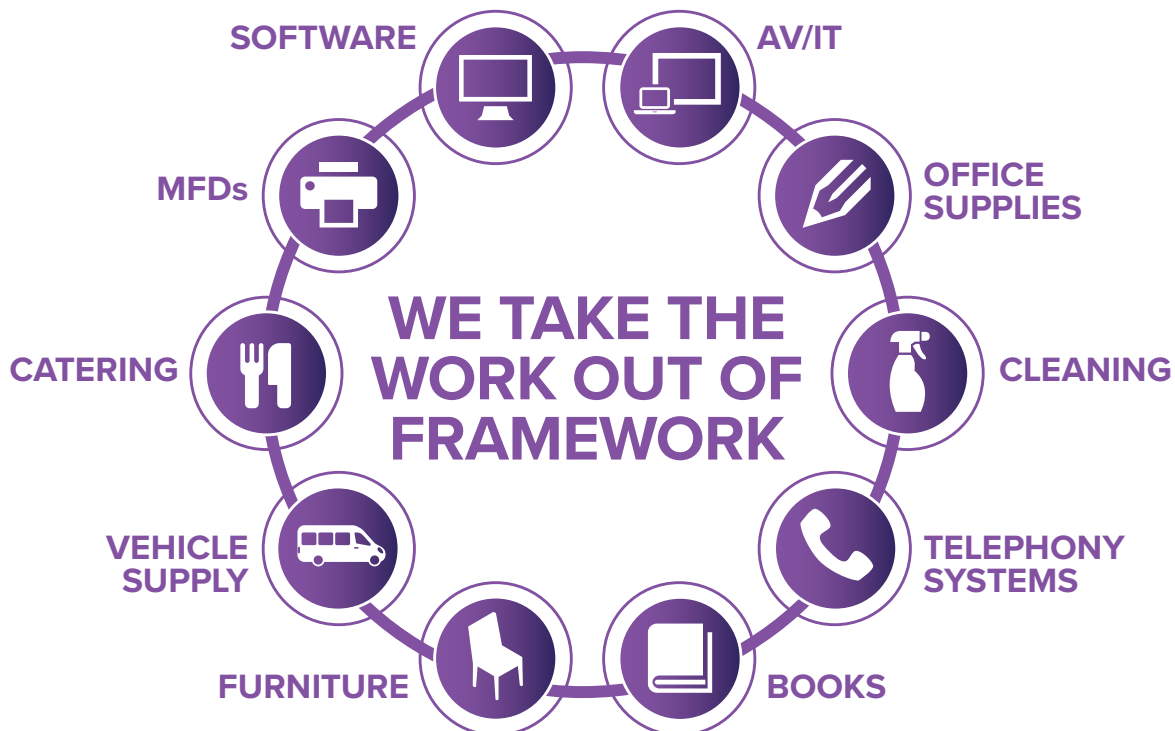
www.commercialservices.org.uk/privacy.asp

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

As the contracting authority for framework (The Provision of Managed Services for Business Solutions Y16018) 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



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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**

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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



Freephone
0808 281 9439



Email
sales@kcs4ps.co.uk



Online
kcs4ps.co.uk

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**YOUR TRUSTED
PARTNER**