

# KCS<sup>®</sup>

# USER GUIDE

## NATIONAL FRAMEWORK

SUPPLY OF INTERACTIVE AV & IT HARDWARE SOLUTIONS  
AND CONSULTANCY

Ref: Y16019

LET'S KEEP THE CONVERSATION GOING...



Phone  
01622 236662



Email  
[psframeworks@csltd.org.uk](mailto:psframeworks@csltd.org.uk)



Online  
[kcs4ps.co.uk](http://kcs4ps.co.uk)

**Central**  
**Buying**  
**Consortium**

The logo for Central Buying Consortium, featuring the letters 'CB' in a stylized, overlapping font to the right of the text.

# KCS<sup>®</sup>

# CONTENTS

<b>1</b>	Introduction	<b>3</b>	▶
<b>2</b>	Framework Summary	<b>3</b>	▶
<b>3</b>	Using the Framework	<b>5</b>	▶
<b>4</b>	Benefits of Using the Framework	<b>6</b>	▶
<b>5</b>	Assessment Criteria	<b>7</b>	▶
<b>6</b>	Awarded Suppliers & Contact Details	<b>8</b>	▶
<b>7</b>	Terms and Conditions	<b>12</b>	▶
<b>8</b>	Service Level Agreement	<b>12</b>	▶
<b>9</b>	Escalation Process	<b>12</b>	▶
<b>10</b>	APPENDIX A OJEU Notices & Contract Award Notices	<b>12</b>	▶
<b>11</b>	APPENDIX B Customer Access Agreement	<b>13</b>	▶
<b>12</b>	APPENDIX C Monitoring Form	<b>14</b>	▶
<b>13</b>	APPENDIX D GDPR	<b>15</b>	▶



## 1 INTRODUCTION

KCS Professional Services, on behalf of the Central Buying Consortium (CBC), lead on the national framework for the supply and delivery of interactive audio visual and IT hardware solutions and consultancy. The framework period is 48 months from 1st April 2016 to 31st March 2020.

The Central Buying Consortium is a group of county, borough and city councils, including Kent County Council. The purpose of which is to improve the effectiveness of local authority purchasing with the objective of effecting savings in public expenditure for the benefit of its members. CBC procures approximately £750m goods and services per annum.

The framework, available nationally, is OJEU-compliant in accordance with 'The Public Contract Regulations 2015' and all public bodies can have access to this Agreement 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.

If you have any queries please contact the framework team or framework manager at KCS:

### Framework Team / Customer Support & Invoice Queries

Tel: **01622 236662**

Email: [psframeworks@cs ltd.org.uk](mailto:psframeworks@cs ltd.org.uk)

### Framework Manager

Tel: **01622 236662 / 01622 236608**

Email: [stefanie.manley@cs ltd.org.uk](mailto:stefanie.manley@cs ltd.org.uk) / [freddie.law@cs ltd.org.uk](mailto:freddie.law@cs ltd.org.uk)

## 2 FRAMEWORK SUMMARY

**The framework is made up of five LOTS covering all your interactive audio visual and IT hardware solution requirements.**

### LOT 1 – Interactive and Audio Visual Technologies

LOT 1 covers delivery, installation and/or integration and on-going support & maintenance of audio visual (AV) equipment. This includes, but is not limited to, interactive products & solutions, soundfield systems, digital signage, installation & integration, maintenance, projectors, replacement parts (including lamps), room control systems, servicing, training and visual products, including televisions.

### LOT 2 – IT Hardware Solutions

LOT 2 is for the provision of IT hardware (hardware solutions and installations can also be procured). When procuring a solution, appropriate software may be provided under this LOT so long as the hardware forms the majority of the requirement. This LOT includes, but is not limited to, desktop PC's, laptops, tablets, thin client, servers, storage devices, E-readers and desktop printers.

### LOT 3 – IT and Audio Visual Spares

LOT 3 is specifically for the procurement of spare parts for IT & AV equipment. The spare parts covered under this LOT can be used in the repair and maintenance of the following types of equipment; data projectors,

interactive whiteboards, PCs, monitors & laptops, iPads & Macs, tablets, printers, office equipment, including shredders and laminators, televisions & DVD players, music keyboards & amplifiers and school theatre & stage equipment

#### **LOT 4 – AV, IT & Mechanical and Engineering Consultancy**

LOT 4 covers consultancy on audio visual, IT and any other associated ICT products for new builds, as well as refurbishments and large projects. Awarded suppliers are able to consult from the very beginning, ensuring underlying infrastructure such as network infrastructure, telephony, wireless LANs and video integration is correct, right from the start.

They will also liaise with building contractors, architects and local government officials to advise on a complete solution. As well as advising on product requirement, the supplier can also advise on solutions such as wireless systems, virtualisation, energy efficiency and server storage.

#### **LOT 5 – Provision, Installation, Commissioning, Service and Support**

LOT 5 covers the delivery and management of larger 'project' type requirements. This could be as a result of a consultation performed via LOT 4, through a further competition exercise or it may come from an alternative source. Awarded suppliers are able to develop and maintain a coherent, sustainable and dependable ICT infrastructure, from being locally installed within the establishment, through levels of remotely hosted solutions, through to a full ICT infrastructure as a service (IaaS) option.

### 3 USING THE FRAMEWORK

#### INDIVIDUAL CONTRACT AWARD

When selecting suppliers under this agreement participating authorities will select a supplier based on the Most Economically Advantageous Tender (MEAT).

#### METHODS PERMISSIBLE UNDER THIS AGREEMENT:

##### 1 – Direct Award

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 **any one** of the following criteria (not in any particular order):

- Ability to supply the required quantity or,
- Product or service required is unique/exclusive to one supplier or,
- Continuity of existing services or goods

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, 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 further competition.

Please contact us for further information on Direct Award.

##### 2 – Further Competition or Mini Tender

A competition with the capable suppliers in the specific LOT in 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.

7. A required 'standstill period' does not apply to mini tenders held under a framework agreement. However it is advisable to hold a standstill period in relation to a mini tender as it is possible a supplier may challenge the decision and apply to court for a 'declaration of ineffectiveness' which could lead to the contract being terminated and possibly face a fine or compensation claim.
8. There is no scope at the mini tender stage to select on the basis of general financial and economic standing or technical ability, as these issues have been addressed as part of process to establish the framework agreement. 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.









Please contact us for our Mini Tender Template.

### 3 – Cascade

Ability to meet the need as determined by the participating authority by means of selecting the most appropriate supplier based on their original tender submission scoring. If no additional requirements are required of the original agreement then the most appropriate supplier can be used, working downwards from the highest scoring supplier.

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

## 4 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 an interactive AV & IT hardware solutions and consultancy requirement, saving time and costs associated with procurement exercises.
-  Better value pricing based on the total spend of the overall framework.
-  This framework is fully OJEU-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 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.
-  Fully insured and DBS checked manufacturer and supplier network.
-  Free and full support throughout the life of your contract.

## 5 ASSESSMENT CRITERIA

The headline criteria below must be used at further competition/mini tender stage. Sub criteria and weightings may be changed.

### LOT 1 – Interactive and Audio Visual Technologies

	Assessment Criteria	% Weighting
	<b>Price</b>	<b>60</b>
	<b>Quality of Service/Added Value</b>	<b>40</b>
1.1	Returns	2.5
1.2	Quality Assurance	3
1.3	Installation	7.5
1.4	Health & Safety/CHAS	0.5
1.5	Subcontractors/Partnerships	3
1.6	Accreditations	3
1.7	Electricity	2
1.8	Pre-Sales Service	10
1.9	Service & Support	8
1.10	Maintenance	0.5

### LOT 2 – IT Hardware Solutions

	Assessment Criteria	% Weighting
	<b>Price</b>	<b>60</b>
	<b>Quality of Service/Added Value</b>	<b>40</b>
2.1	Returns	2.5
2.2	Quality Assurance	3
2.3	Installation	6
2.4	Health & Safety/CHAS	0.5
2.5	Subcontractors/Partnerships	3
2.6	Accreditations	3
2.7	Electricity	2
2.8	Pre-Sales Service	10
2.9	Service & Support	10

### LOT 3 – IT and Audio Visual Spares

	Assessment Criteria	% Weighting
	<b>Price</b>	<b>65</b>
	<b>Quality of Service/Added Value</b>	<b>35</b>
3.1	Range covered	25
3.2	Delivery	10

## LOT 4 – AV, IT and Mechanical and Engineering Consultancy

	Assessment Criteria	% Weighting
<b>4.1</b>	<b>Consultancy Fee</b>	<b>40</b>
	<b>Quality of Service/Added Value</b>	<b>60</b>
<b>4.2</b>	Range of Products Covered	20
<b>4.3</b>	Accreditations	15
<b>4.4</b>	Training & Product Knowledge	15
<b>4.5</b>	Standards & Legislation	10

## LOT 5 – Provision, Installation, Commissioning, Service and Support

	Assessment Criteria	% Weighting
	<b>Price</b>	<b>55</b>
	<b>Quality of Service/Added Value</b>	<b>40</b>
<b>5.1</b>	Returns	2.5
<b>5.2</b>	Quality Assurance	3
<b>5.3</b>	Installation	7.5
<b>5.4</b>	Health & Safety/CHAS	0.5
<b>5.5</b>	Subcontractors/Partnerships	3
<b>5.6</b>	Accreditations	3
<b>5.7</b>	Electricity	2
<b>5.8</b>	Pre-Sales Service	8
<b>5.9</b>	Service & Support	10
<b>5.10</b>	Maintenance	0.5

## 6 AWARDED SUPPLIERS & CONTACT DETAILS

The following tables set out the scores out of 1000 awarded to each supplier under each LOT:

### LOT 1 – Interactive and Audio Visual Technologies

Awarded Supplier	Score
CDEC Ltd	850.85
Digitavia	867.93
Elementary Technology	855.12
Hugh Symons AV	839.19
Insight Direct	844.48



## LOT 2 – IT Hardware Solutions

Awarded Supplier	Score
Akhter Computers	760.15
Hugh Symons AV	783.79
Insight Direct	850.48
Softcat Plc	818.80
Stone Computers	838.28

## LOT 3 – IT and Audio Visual Spares

Awarded Supplier	Score
Akhter Computers	675.15
Hugh Symons AV	649.00
Pacific Computers	682.75
Softcat Plc	706.85
Stone Computers	895.30

## LOT 4 – AV, IT and Mechanical and Engineering Consultancy

Awarded Supplier	Score
IPT Design	450.00
Pacific Computers	500.00
Softcat Plc	655.00

## LOT 5 – Provision, Installation, Commissioning, Service and Support

Awarded Supplier	Score
Insight Direct	624.88
Softcat Plc	764.00

## CONTACT DETAILS



### AKHTER COMPUTERS

Lisa Smyth  
Office Manager  
Tel: **01279 821 270**  
Email: [lisa.smyth@akhter.co.uk](mailto:lisa.smyth@akhter.co.uk)

---



### CDEC LTD

Toni Moss  
Tel: **0870 220 3231**  
Email: [sales@cdec.co.uk](mailto:sales@cdec.co.uk)

---



### DIGITAVIA

Lesley Barton  
Account Manager  
Tel: **01784 333 017**  
Email: [lbarton@diversifiedus.com](mailto:lbarton@diversifiedus.com)

---



### ELEMENTARY TECHNOLOGY

Jake McDonagh  
Education Technology Consultant  
Mob: **07500 601991**  
Tel: **0844 357 5197**  
Email: [kcsenquiries@elementaryuk.com](mailto:kcsenquiries@elementaryuk.com)

---



### HUGH SYMONS AV

Thomas Ellery / Jackie Cornick  
Tel: **0870 849 0215**  
**01202 711623**  
Email: [thomas.ellery@hughsymonsav.com](mailto:thomas.ellery@hughsymonsav.com)  
[jackie.cornick@hughsymonsav.com](mailto:jackie.cornick@hughsymonsav.com)



#### INSIGHT DIRECT

Omar Hussain  
Tel: **0844 692 5256**  
Email: [omar.hussain@insight.com](mailto:omar.hussain@insight.com)



#### IPT DESIGN

Peter Crowhurst  
Mob: **07767 388981**  
Tel: **020 7920 4850**  
Email: [peterc@longandpartners.co.uk](mailto:peterc@longandpartners.co.uk)



#### PACIFIC COMPUTERS

Davinder Rai  
Strategic Account Manager  
Tel: **07467 148955**  
Email: [dav@pacificcomputers.co.uk](mailto:dav@pacificcomputers.co.uk)



#### SOFTCAT PLC

Nick Goulding  
Tel: **02382 359012**  
Email: [nickgo@softcat.com](mailto:nickgo@softcat.com)



#### STONE GROUP

##### EDUCATION:

Mark Whitfield  
Mob: **07799 532343**  
Tel: **01785 786796**  
Email: [mark.whitfield@stonegroup.co.uk](mailto:mark.whitfield@stonegroup.co.uk)

##### NON-EDUCATION:

Chris Mountford  
Mob: **07870 402312**  
Tel: **01785 786887**  
Email: [chris.mountford@stonegroup.co.uk](mailto:chris.mountford@stonegroup.co.uk)

## 7 TERMS AND CONDITIONS

To see our full terms and conditions visit our website [www.kcs4ps.co.uk](http://www.kcs4ps.co.uk) or to receive a copy please phone **01622 236662** or email [psframeworks@cs ltd.org.uk](mailto:psframeworks@cs ltd.org.uk).

## 8 SERVICE LEVEL AGREEMENT

A local Service Level Agreement (SLA) will be agreed between both the supplier and the customer. This will be based upon the requirements aspects of the further competition and the outcomes of the due diligence process. It is vital that the SLA is designed to be flexible and reviewed and updated regularly.

The contracting authority will look to award to a number of suppliers who will take the primary responsibility for meeting the customer's needs, including the provision of equipment, service, and the overall management. Where any subcontractor or third party is introduced into the relationship, this will be done with the formal agreement of the customer organisation based on the full understanding that the primary responsibility remains with the supplier.

The supplier's responsibilities under this framework include, but are not restricted to:

- Accepting orders from customers
- Ensuring correct invoices are sent promptly
- Providing support to deal with any issues and enquiries from any customer
- Complying with agreed KPIs, reporting requirements and service levels as requested by the customer and participating authority
- Complying with the contracting authorities management information requirements

## 9 ESCALATION PROCESS

### DELIVERY/CONTRACTUAL ISSUES/QUERY ESCALATION

If you are unable to resolve an issue with the supplier, please contact the framework team or framework manager at KCS, who will be happy to help:

#### Framework Team/Customer Support & Invoice Queries

Tel: **01622 236662**

Email: [psframeworks@cs ltd.org.uk](mailto:psframeworks@cs ltd.org.uk)

#### Framework Manager

Tel: **01622 236662** / **01622 236971**

Email: [stefanie.manley@cs ltd.org.uk](mailto:stefanie.manley@cs ltd.org.uk) / [freddie.law@cs ltd.org.uk](mailto:freddie.law@cs ltd.org.uk)

## 10 APPENDIX A: OJEU NOTICES & CONTRACT AWARD NOTICES

For OJEU information please visit our website [www.kcs4ps.co.uk/ojeu-notice](http://www.kcs4ps.co.uk/ojeu-notice)

Tel: **01622 236662**

Email: [psframeworks@cs ltd.org.uk](mailto:psframeworks@cs ltd.org.uk)

## 11 APPENDIX B



## CUSTOMER ACCESS AGREEMENT

CBC Framework Y16019 Supply of Interactive AV & IT Hardware Solutions and Consultancy

**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 [stefanie.manley@cs ltd.org.uk](mailto:stefanie.manley@cs ltd.org.uk) cc. [freddie.law@cs ltd.org.uk](mailto:freddie.law@cs ltd.org.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     Managed Services     Furniture   
 Vehicle Supply     Office Supplies     Telephony     Managed ICT Services     Cleaning   
 Catering     Frozen, Chilled and Ambient Food     Not Interested

## 12 APPENDIX C



## MONITORING FORM

Supply of Interactive Products and Services (LOT 1), IT Hardware Solutions (LOT 2), IT & AV Spares (LOT 3), AV, IT & Mechanical and Engineering Consultancy (LOT 4), Provision, Installation, Commissioning, Service and Support (LOT 5)	
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 [stefanie.manley@csLtd.org.uk](mailto:stefanie.manley@csLtd.org.uk) cc. [freddie.law@csLtd.org.uk](mailto:freddie.law@csLtd.org.uk)

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

Energy     Recruitment     Software     MFD     Managed Services     Furniture   
 Vehicle Supply     Office Supplies     Telephony     Managed ICT Services     Cleaning   
 Catering     Frozen, Chilled and Ambient Food     Not Interested

[www.kcs4ps.co.uk](http://www.kcs4ps.co.uk)

Email: [psframeworks@csLtd.org.uk](mailto:psframeworks@csLtd.org.uk)



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:

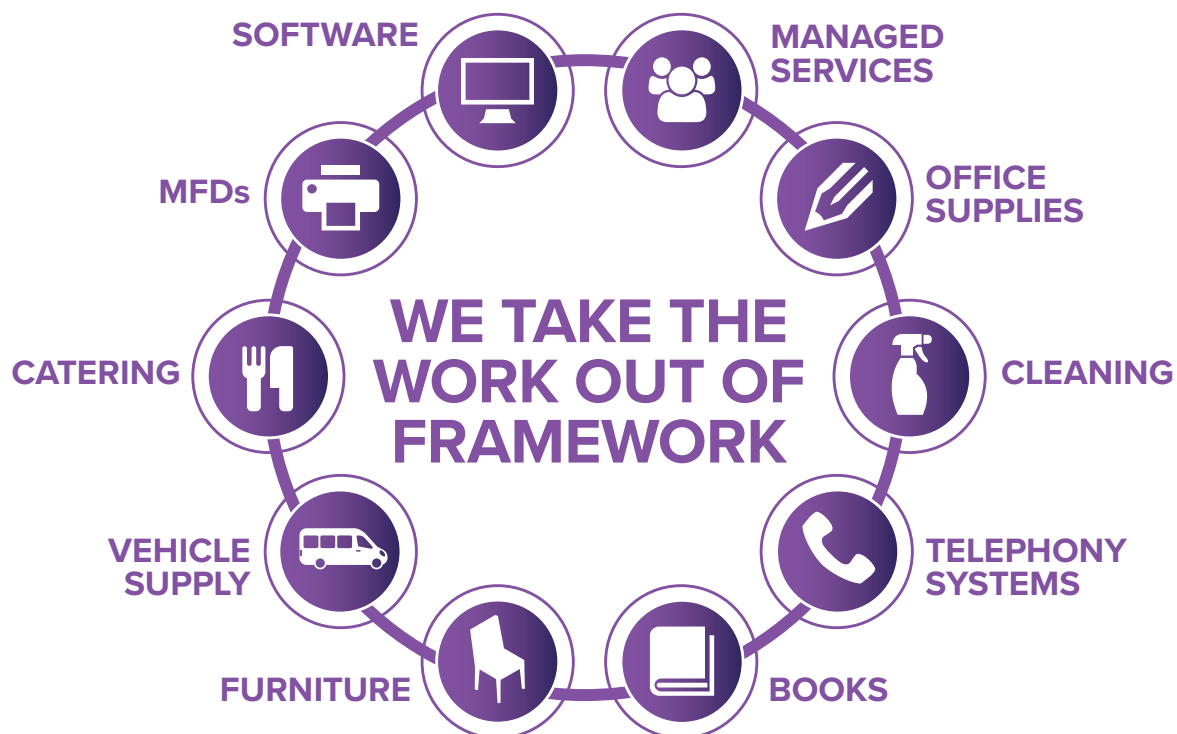
[www.commercialservices.org.uk/privacy.asp](http://www.commercialservices.org.uk/privacy.asp)

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

As the Contracting Authority for Framework (Y16019 Supply of Interactive AV & IT Hardware Solutions and Consultancy) 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**

# KCS<sup>®</sup>

# 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**

“

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

**Tarryn Kerr,**  
Head of Professional Services



Phone

01622 236662



Email

psframeworks@csLtd.org.uk



Online

kcs4ps.co.uk

# KCS<sup>®</sup>

**YOUR TRUSTED PARTNER**