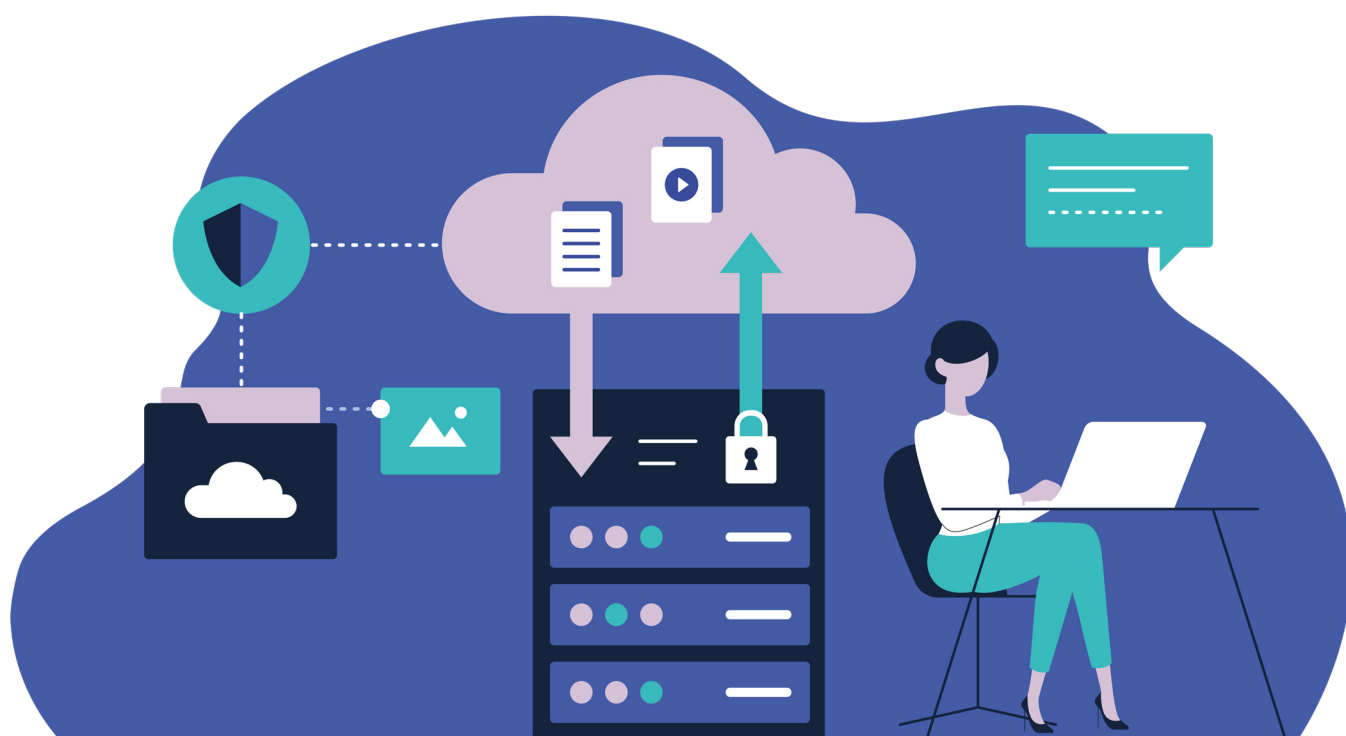


NATIONAL PUBLIC SECTOR

FRAMEWORK USER GUIDE

For the provision of Multifunctional Devices
and Digital Transformation Solutions

REF:CPC/DU/MFD/03A

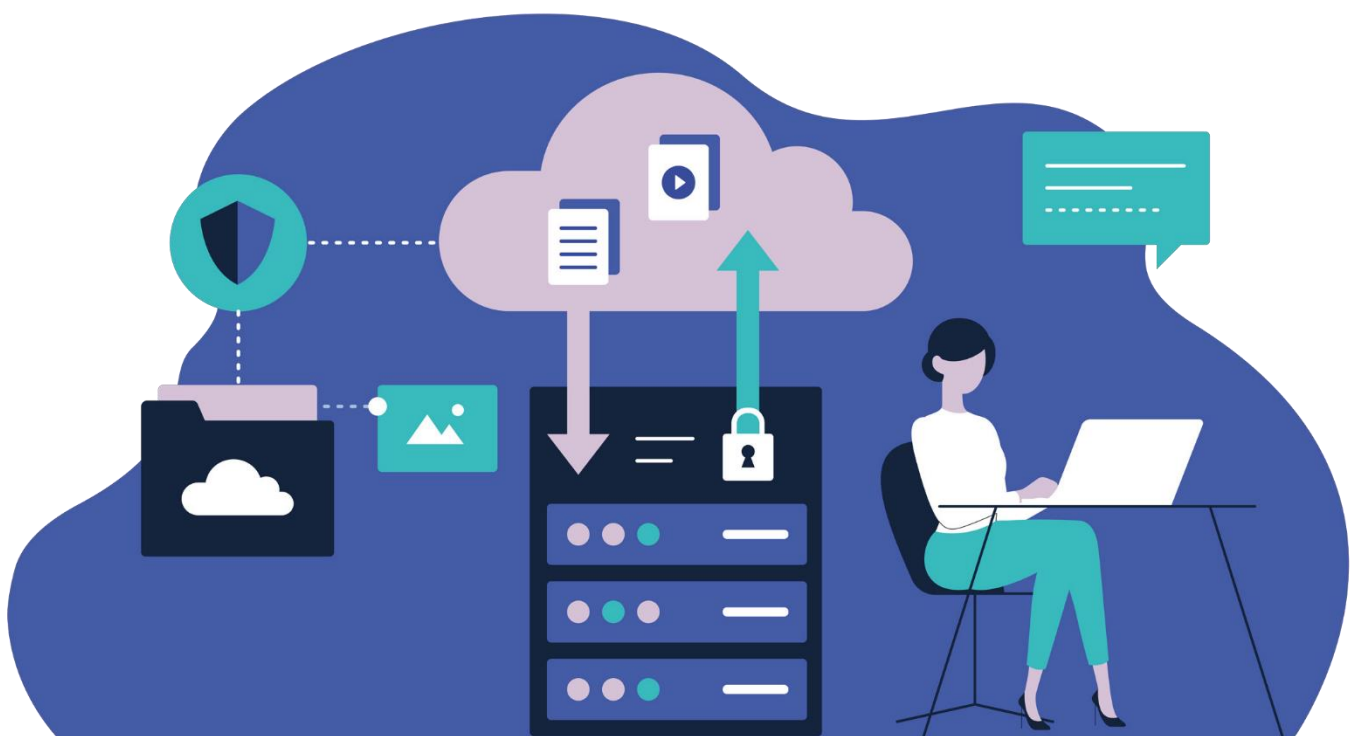


Creating a new printing culture and enabling
digital transformation in the Public Sector.

NATIONAL PUBLIC SECTOR FRAMEWORK USER GUIDE

For the provision of Multifunctional Devices
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1 INTRODUCTION

The Crescent Purchasing Consortium Limited has put in place an EU compliant framework for CPC/DU/MFD/03A (hereafter the framework) for the provision of Multifunctional Devices and Digital Transformation Solutions. This is a proactive, best value, collaborative framework that can deliver your entire printing and digital procurement needs.

2 FRAMEWORK SUMMARY

The Multifunctional Devices and Digital Transformation Solutions framework is open to all public sector bodies and consists of two lots.

Lot 1 – Multifunctional Devices and Associated Services and Supplies

This Lot is for the provision of Multifunctional Devices and Associated Services and Supplies. This Lot provides access to a range of devices from small desktop devices through to large reprographic units across a number of specification ranges defined by print speed, covering units up to 125 pages per minute. Devices are mono, colour or colour capable and purchase options include outright purchase and lease options on either a 3, 4 or 5 year basis (short-term lease is also available on a 1, 3, 6 or 12 month basis).

Service and maintenance is typically delivered through a cost per copy click rate, which is inclusive of service and maintenance, staples and toner; standard service and maintenance providing a standard 4 hour response to fault and 2 hour fix, available 08:30 – 17:00, Monday to Friday, 52 weeks of the year. Enhanced and Basic service and maintenance options are also available from selected suppliers.

Devices are complemented by the supply of printers, print management and other document related software, and a range of support services including free of charge print audits, project management services and IT Support Services.

Ten suppliers have been awarded a place on this Lot and they are detailed below:

Agilico		Kyocera Document Solutions	
Altodigital Networks		Ricoh	
Arena Group		Sharp Business Systems	
Apogee Corporation (an HP Company)		Toshiba TEC UK Imaging Systems	
Konica Minolta Business Solutions		Vision (Office Automation)	

Access to the suppliers’ product range and pricing is available via the framework Help Desk.

Lot 2 – Digital Transformation Solutions

This Lot is for the provision of Digital Transformation Solutions and seeks to provide a range of business transformational solutions, maximising the latest hardware, software, services and solutions to deliver efficient and effective digital transformation solutions to Framework Users. This Lot is designed so that Framework Users are able to select a preferred supplier with whom they can, should they so choose to do so and over a period of time, develop and transform their business operations incorporating an extensive and related suite of business supplies, services and solutions. The Lot recognises the benefits in the identification and development of strategic relationships, providing a single lead supplier relationship for multiple solutions; delivering business efficiencies, effective solution supply and ease of contract and account management.

This Lot provides access to a comprehensive suite of Digital Transformation Solutions, encompassing, but not be limited to, the following Solution Category Areas:

- Audio Visual Supplies and Services
- Cloud Services
- Document Storage and Distribution Services
- Electronic Document Management Systems and Services
- External Print and Related Services
- High Volume/production print devices and associated supplies and services
- Hybrid Mail
- ICT Hardware, Software and Peripherals
- ICT Support Services
- Mail Management Services including Mail Room Services
- Multifunctional Devices and Associated Supplies and Services
- Scanning and Archiving Services
- Telecommunications Supplies and Services

Framework users are able to contract for any one or a number of the Solution Category Areas under this Lot.

The solution supplies and services available under this Lot can be priced in a variety of ways as detailed within each individual Solution Category Area specification. However, in summary, the key pricing mechanisms include the following, or a combination of the following:

- ✓ lease (including service and support charges where relevant)
- ✓ outright purchase (including service and support charges where relevant)
- ✓ Software as a Service
- ✓ Devices as a Service
- ✓ Solution as a Service
- ✓ Licence Fees
- ✓ Service Rates
- ✓ all-inclusive cost per copy page including the cost of all hardware, software, services, etc
- ✓ Packaged/Term Services

This Lot is designed not only to deliver individual standalone solutions, supplies and services but also to provide an environment for business transformation over time, incorporating the development and expansion of individual solutions, supplies or services, and/or the adoption of further solutions/supplies and services within the scope of the framework Lot.

It is recognised that the term of any contract let under this Lot should be sufficient to address the breadth of service delivery options and expectations and the need for transformation over time. In this respect, Framework Users can utilise a flexible contract capability allowing them to contract for terms up to 15 years in length.

Ten suppliers have been awarded a place on this Lot as detailed below:

Agilico	✓	Ricoh	✓
Canon	✓	Sharp BusinessSystems	✓
Apogee Corporation (an HP Company)	✓	Swiss Post Solutions	✓
Konica Minolta Business Solutions	✓	Toshiba TEC UK Imaging Systems	✓
Kyocero Document Solutions	✓	Xerox (UK)	✓

3 BUYING FROM THE FRAMEWORK

How do Framework Users buy from the framework? This can be done in one of two ways:

3.1 DIRECT AWARD

Direct Award is an option under all framework Lots. Where Direct Award is undertaken, Framework Users must do so in keeping with the provisions of the Public Contract Regulations 2015. Direct Award can occur where only one supplier is capable of fulfilling the Framework User's requirements in the manner in which the Framework User requires them to be performed. It entails the Framework User direct awarding business to a supplier without the supplier having to engage in a further competitive process to win the contract. Basic advice and guidance upon placing a direct award can be obtained from the Help Desk (see Section 7.) but as a guide, the following provisions apply to Direct Award under the framework.

Lot 1

It is recognised that Framework Users may elect to adopt Direct Award on the basis of many individual factors but as a guide, the framework recognises the potential for Direct Award to be made on the basis of any one, or a combination, of the following Direct Award criteria:

- Solution/Supplies/Service Specification
- Continuity of supply – either in terms of brand/solution or supplier
- Cost of change - either in terms of brand/solution or supplier
- Price
- Delivery Timeframe/Date/Charges
- Warranty
- Maintenance
- Compliance to BS Standards or equivalent
- After Sales Service, i.e., Returns Timescales/charges

The framework Help Desk can assist Framework Users in understanding suppliers' capabilities in respect of the above criteria, or alternatively Framework Users can contact each supplier direct to establish their capabilities and this determine whether or not a Direct Award can be justified.

Lot 2

It is recognised that Framework Users may elect to adopt Direct Award on the basis of many individual factors, therefore the framework Lot recognises the potential for Direct Award to be made on the basis of the objective Direct Award Quality Criteria detailed below and aligned to each the Solution Category Areas.

The objective Direct Award Quality Criteria are structured into three Tiers; Tier One, Tier Two and Tier Three

Tier One

This comprises the high-level Solution Category Area definitions, e.g. Audio Visual, Cloud Services etc (Please see Section 2, Lot 2 – Digital Transformation Solutions for a list of the solution categories).

Tier Two

This comprises the supplier's general non-Solution Category Area specific attributes:

- Account Management
- Key Performance Indicators

- Management Information
- Complaints Procedure
- Exit Strategy at the End of Contracts
- Sustainability – Environmental Sustainability

Tier Three

This comprises the supplier's Solution Category Area specification detail in respect of each of the following aspects:

- Solution Specifications
- Professional Services
- Customer Support Services – both Physical Help Desk Services and On-Line Help Desk Services
- Business Continuity
- Solution Delivery - Lead Times
- Security
- Standard Warranty
- Accreditations, Certifications and Standards
- Standard Maintenance and Support Services
- Poor Performance of Equipment
- Solution Availability
- Training

Framework Users are able to review Supplier's provisions in respect to any aspects of the Three Tiers and may elect to use any one, or a combination, of the three Tiers of objective Direct Award Quality Criteria that are relevant to their requirements to compare submissions and inform a Direct Award decision. The supplier submissions in respect of the three Tiers of objective Direct Award Criteria can be obtained either from the Framework Help Desk, via the framework website, or alternatively the Framework User can elect to contact each supplier directly to establish their capabilities in this regard.

Where, having compared their requirements against any one, or a combination of the three Tiers of objective Direct Award Quality Criteria, only one Supplier meets their requirements, the Framework User will have identified their chosen successful Suppliers and will be at liberty to Direct Award to that Supplier without engaging in a further competition. Where the result of the Framework User's review identifies more than one Supplier who meets their requirements, they will have the opportunity to review their requirements and once again begin the comparison across the three Tiers.

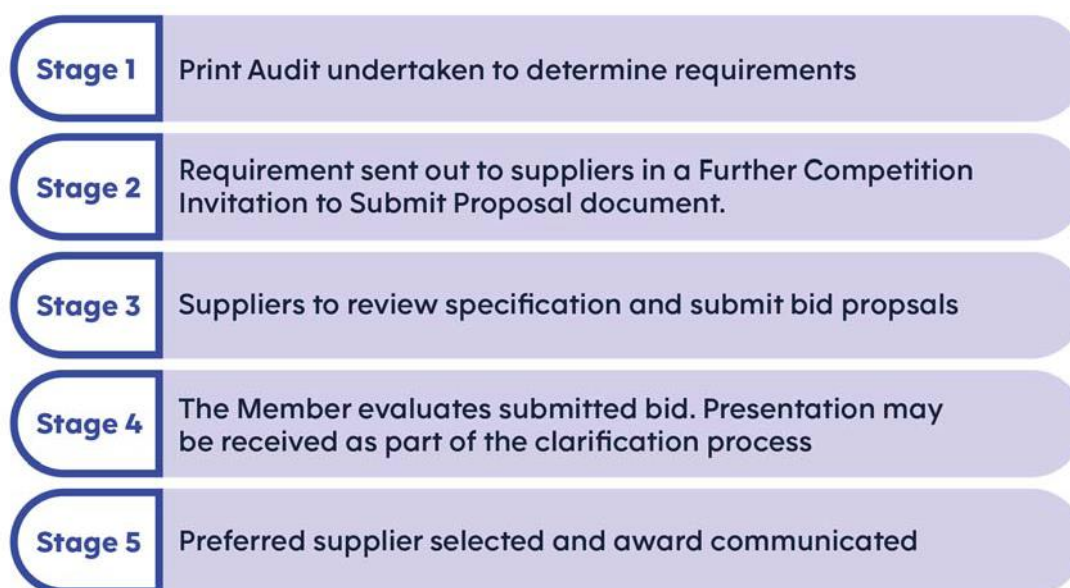
Only where no areas of uniqueness are identified within any one or a combination of the three Tiers of objective Direct Award Criteria, will the Framework User have to engage in a further competition, as detailed in Section 3.2 below, with all Suppliers who meet their requirements.

Framework User should note that limited Core List pricing is available in respect of each Solution Category Area (which can be obtained from the framework Help Desk) but this information, cannot be used as a criteria to justify a Direct Award under Lot 2.

3.2 FURTHER COMPETITION

A Framework User can engage suppliers in a further competition on either of the framework Lots. When engaging in a further competition exercise, Framework User must invite all the suppliers, from within the respective Lot from which they are purchasing, to participate in the further competition. All suppliers within the respective lot must be given the opportunity to engage in a further competition. Whereas all suppliers must be given the opportunity to engage in the further competition, they are not obliged to submit a quotation and may decide not to submit a bid under the further competition. This doesn't invalidate your further competition.

The following is an example of a traditional further competition process (for illustrative purpose only):



If conducting your own further competition exercise Framework Users should note the base evaluation criteria and weighting for the Lot under which they are conducting the process. The evaluation criteria and weighting utilised for each Lot during the framework tender process is detailed within Appendix E.

A standard further competition template for use in a traditional further competition is attached in Appendix B should Framework Users wish to utilise it to undertake their further competition exercise.

Specific LOT 2 Further Competition Guidance

Under Lot 2, further competitions may take place in either of the following situations:

- ✓ Framework Users can elect to undertake a further competition in preference to awarding business via Direct Award, e.g. following the traditional process detailed above,
- ✓ Framework Users can undertake a further competition process where, having followed the Direct Award process detailed above, no single Supplier has been identified as having the ability to deliver the Framework User's requirements.

The resulting further competition can be embarked upon in one of the following two ways:

- i) Framework Users have the option to conduct a shortened further competition exercise by seeking quotations from successful Suppliers on the basis of Price only, thus retaining the Quality scores and weightings achieved by each successful Supplier through the framework invitation to tender process. Having secured pricing proposals, these should be evaluated utilising the weighting for Price used in framework invitation to tender process and a price weighted score determined, which will then be added to the Quality scores achieved by each of the framework successful Suppliers at the framework invitation to tender stage, to determine the winning bid.
- ii) Alternatively, Framework Users have the option to conduct a full further competition exercise, by evaluating Supplier's proposals in response to their requirements, utilising both quality and price factors (and an associated weighting scoring mechanism) in line with the Public Contract Regulations 2015.

Basic advice and guidance upon conducting further competitions on either framework Lot, can again be obtained from the Help Desk (see Section 7.).

4 FREE OF CHARGE PRINT AUDITS

Print audits are available free of charge* under Lot 1 and Lot 2, from any supplier on the Lot you are procuring under. Print audits can be requested directly from a particular Lot supplier without the need to engage in any form of comparison/assessment process to select a supplier to conduct the print audit. However, Framework Users may find it beneficial to select a supplier to conduct the print audit following a structured comparison process. Framework users should note that information will need to be shared with the supplier conducting the print audit in order for the audit to be effective. Print audits can be a valuable way of understanding your current printing costs and the potential for print savings. Please be sure to speak with the appropriate supplier account manager for more details and to book an audit.

The results of the print audit should be used to inform your service specification. Framework Users should note that invariably print audit results and recommendations will be supplier centric and therefore great care should be taken to normalise the findings before communicating a specification through the Further Competition process.

Framework Users should note that print audits can only be obtained free of charge where there is commitment to utilise the framework for the resulting provision of devices and services. Print Audits will be charged in full where Framework Users receive a free of charge print audit and elect upon receiving the results of the audit to utilise a different framework to fulfil their requirements for devices and services.

***A charge may be levied by some providers where the extent of the required audit is extensive and complex especially in relation to Lot 2.**

5 FURTHER COMPETITION SUPPORT SERVICE

In addition, the framework offers a comprehensive further competition procurement service. The service fees vary depending upon the potential scale of the requirement and full details can be found in Appendix C. The further competition support service provides either a light touch documentation review service prior to engaging in the further competition, or a full procurement support service to undertake a fully compliant further competition exercise. The full procurement support service includes:



Where relevant the service includes up to two visits to customer site (at the service provider's sole discretion); be that to determine requirements, assess supplier capability, undertake evaluations or present findings. All other activities will be undertaken through electronic communication.

The documentation review service is available to Framework Users engaging in further competitions. A Framework user's completed further competition documentation can be reviewed, critiqued and where appropriate amendments suggested, ensuring the documentation is fit for purpose and in keeping with spirit of the framework; thus enhancing the chances of a successful further competition. It is important to note that this service does not provide a documentation drafting service. Documentation drafting is an integral part of the full procurement support service detailed earlier this section.

Should you require further information about either of these services, or wish to benefit from the services, please contact the Strategic Contract Manager Steve Davies:

Email: steve.davies@mfdframework.co.uk

Tel: 07966040564

6 PLACING AN ORDER

Having selected your chosen supplier and solution, Framework Users can utilise any one of the following order mechanisms to place their order. Please note, all order mechanisms are governed by the framework Call-Off Contract Terms and Condition regardless of the Framework User's choice of order mechanism Your preferred supplier will populate your choice of the following order options:

- ✓ **The Framework Order Form**

This form should be populated by completing the appropriate sections stated within the form, detailing the Framework User's solution requirement.

- ✓ **The Framework Access Agreement**

This form should be populated and additional schedules (in the form of a Statement of Works, Payment Schedule, Service Levels and other particulars) comprising the specifications and services being received by the Framework User, added to this Agreement to constitute the contract documentation suite.

- ✓ **Call-Off Contract Terms and Conditions incorporating appropriately populated Schedules**

The terms and conditions should be populated where indicated within the Call-Off Contract Terms and Conditions document, including full details of the Framework User's requirements within the contract Schedules.

These documents will be populated with the full details of your requirement and then presented to you with a completed for signature.

Once one of these documents is completed, please send them to the framework Help Desk at the email address displayed in Section 7 below. Please note, all information will be kept confidential and will only be used for internal monitoring and management information purposes.

It is anticipated that most framework Orders will be placed via the Framework Order Form – and a copy is detailed in Appendix D, copies of the Access Agreement and or the Call-Off Contract Terms and Conditions can be obtained from either the framework Help Desk or your chosen Supplier.

7 CONTRACT AND ACCOUNT MANAGEMENT

Day-to-day contract management support is available from the framework Help Desk. The Help Desk is open from 09:00 to 17:00 Monday to Friday excluding Bank Holidays and can be contacted either by phone or email as follows:

Email: info@mfdframework.co.uk

Tel: 08450 179908

The friendly Help Desk staff will be on hand to answer your questions and assist you in any way they can. Specifically, they can:

- Provide advice and guidance upon the operation of the framework
- Address any supplier specific questions
- Provide general advice and guidance of a technical nature
- Help address any unresolved maintenance and service issues
- Provide basic advice and assistance in the drafting of specifications and undertaking further competitions

Device Fault calls should **not** be directed towards the Help Desk. Device fault calls should be directed to the appropriate supplier device fault reporting service. Unresolved fault queries can be escalated through the Help Desk if the Framework User experiences persistent problems.

In addition to the Help Desk, additional account management support is provided by the appropriate supplier Account Manager. Account Managers are detailed in Appendix A and they can be contacted with regards to any matter concerning the supply (including order, delivery and implementation) and operation of the devices/print service.

8 COMPLAINTS AND ESCALATION PROCEDURES

Day-to-day complaints should be raised in the first instance with your chosen supplier. Where appropriate they may also be raised/escalated to the Help Desk Manager Kath Johnson. All complaints raised with the Help Desk will be recorded and the way forward agreed with the Framework User. In the vast majority of cases such complaints will be addressed to the satisfaction of the Framework User within a reasonable period of time (such time will vary depending upon the nature of the complaint). However, in the unlikely event that a complaint is not resolved to the satisfaction of the customer within a reasonable time, complaints should be escalated as follows:



9 DELIVERY AND FAULT REPAIR

A comprehensive contract management regime underpins the operation of the framework. Suppliers' performance is continually monitored across all Framework Users using the framework and issues addressed as they come to light. A Framework User can expect the following standard service performance on Lot 1.



Framework Users should also note that the above minimum requirements can be supplemented by additional local key performance indicators and other service delivery parameters agreed with their chosen supplier. Such local requirements must be mutually agreed with your chosen supplier.

The framework Strategic Contract Manager will undertake regular contract performance and management review meetings with all suppliers. Framework Users are however encouraged to put in place their own local contract management regime to ensure performance of their chosen supplier. Framework users should ensure the framework Strategic Contract Manager is made aware of any issues of any persistent or unresolved nature so they can be addressed with the appropriate supplier at the appropriate supplier review meeting.

Due to the complexity of the Lot, details of the Lot 2 KPI's are available via the framework website.

10 USER TRAINING

Comprehensive user training is provided free of charge at the point of device installation. The installing engineer will deliver hands on training to those users present at the point of installation. The engineer will similarly provide Super User training if required, thus allowing the receiving Framework User to train other staff members themselves thereafter. Comprehensive user guides can be downloaded from suppliers' websites where required.

General advice and guidance can of course be obtained via the Help Desk.

11 ANY QUESTIONS?

Should you have any questions about the operation of the framework that are not adequately covered by the User Guide, please do not hesitate to contact the Help Desk.

Email: info@mfdframework.co.uk

Tel: 08450 179908

12 APPENDIX A – SUPPLIER CONTACT DETAILS

Agilico Workplace Technologies (North) Ltd trading as Agilico

Mark Bryce
07793778335
Mark.Bryce@agilico.co.uk

Mandy Leadbitter
07970063886
mandy.leadbitter@agilico.co.uk

Altodigital Networks Ltd

Rich George-Higgins
07967 577076 rich.george-
higgins@altodigital.com

Apogee Corporation (an HP Company)

Chloe Oatley
07702603463
chloe.oatley@apogeeCorp.com

Arena Group Ltd

Mick Fowler
0344 8638000
07703 675 804
mickf@arenagroup.net

Canon UK Ltd

Stephen Moody
07813 671291
stephen.moody@cuk.canon.co.uk

Konica Minolta Business Solutions Ltd

Kathleen Rodgers
07767463389
bidsandtenders@konicaminolta.co.uk

Kyocera Document Solutions (UK) Ltd

John Barron
07775 705669
john.barron@duk.kyocera.com

Ricoh UK Ltd

Keith Stevenson - General Framework Queries
and Support:
07823553123
keith.stevenson@ricoh.co.uk

Requests for Quotation:
bid.team@ricoh.co.uk

Sharp Business Systems UK Plc

David Harrison – National Accounts UK Director
0208 734 2027
07808 479138
david.harrison@sharp.eu

Swiss Post Solutions Ltd

Shaheen Pathan
Shaheen.pathan@spsglobal.com

Stuart Penney
07747262016
Stuart.penney@spsglobal.com

Toshiba TEC UK Imaging Systems Ltd

Simon Coulson – Head of National Sales
0207 840 5306
0797 426 6195
simon.coulson@toshibatec.co.uk

Vision (Office Automation) Ltd

Leon Wragg
07581 429 349
lwragg@visionplc.co.uk

Rebecca Harries – Bid Manager
07496 153746
bids@visionplc.co.uk

Xerox UK Ltd

Stephen Young
07713191521
Steve.Young@xerox.com

13 APPENDIX B – FURTHER COMPETITION TEMPLATE

AVAILABLE VIA THE FRAMEWORK WEBSITE

14 APPENDIX C – FURTHER COMPETITION SUPPORT SERVICE FEE STRUCTURE

Further Competition Support Services are available upon payment of the appropriate fees.

The Further Competition Support Services are chargeable services available to any public sector Framework User.

1. Documentation Review Service

The fee for this service is £200 per further competition document set.

2. Full Procurement Support Service

The full procurement support service is available across all framework Lots. Prices for undertaking a further competition under Lot 1 are detailed below. Prices for undertaking further competitions under Lot 2 can be obtained by contacting the framework Help Desk – see Section 7. above for contact details.

The further competition support service for further competitions undertaken under Lot 1 has four tiers of service, each with different cost structures, each aligned to the size of a Framework users' print device requirements.

Tier One*	<ul style="list-style-type: none">▪ Members where there is a requirement for 5, or less than 5 devices.▪ The fee for further competition support will be £750 per Member for each further competition exercise.
Tier Two*	<ul style="list-style-type: none">▪ Members with a requirement for more than 5 devices but less than 15 devices.▪ The fee for further competition support will be £1500 per Member for each further competition exercise.
Tier Three*	<ul style="list-style-type: none">▪ Members with a requirement for more than 15 but less than 50 devices.▪ The fee for further competition support will be £2750 per Member for each further competition exercise.
Tier Four*	<ul style="list-style-type: none">▪ Members with a requirement for more than 50 devices.▪ The fee for the further competition support will be £3750 per Member for each further competition exercise.

The fees will be exclusive of VAT and travel and subsistence.

Each will include full procurement support to undertake a further competition exercise; support to include:



The service includes up to two visits to customer site (at the service provider's sole discretion); be that to determine requirements, undertake evaluations or present findings. All other activities will be undertaken through electronic communication.

LOT 2

Further competition support services are also available under Lot 2. However due to the breadth and potential complexity of solutions under Lot 2, it is not possible to provide universal fixed price further competition support services. Framework users requiring further competition support services under Lot 2 should contact the Help Desk for a quotation.

NATIONAL PUBLIC SECTOR FRAMEWORK

For the provision of Multifunction Devices and Digital Transformation Solutions

REF: CPC/DU/MFD/03A

ORDER FORM ("Statement of Works")

[] (the End User) wishes to procure the below mentioned Solution from [] (the Supplier), commencing on [] and ending on [] /continuing for a minimum period of [] months (*delete as applicable*)

unless varied in accordance with the Call-Off Contract Terms and Conditions.

The definitions that apply to the Agreement also apply to this Statement of Works.

This Statement of Works is issued under the Call-Off Contract Terms and Conditions ("Agreement"). Customers can use this Statement of Works to specify the Solution requirements they wish to order. The execution and return of this Statement of Works by the End User to the Supplier forms a Contract which is legally binding agreement between the parties. A copy of which (as appropriate) has been provided to the End User and is also available via www.psmfdframework.co.uk.

The Agreement applies to the exclusion of all other terms including, without limitation, any terms appearing on a purchase order of which the Supplier seeks to impose or incorporate, or which are implied by trade, customer, practice or course of dealings.

End User Site	
Address for Receipt of Solution	Invoice Address (if different)
Post Code	Post Code
Contact Name (PRINT) (Mr/Mrs/Miss/Ms/Dr/Rev):	
Tel No:	
Email:	Fax No:
Delivery Date:	Installation Date (if different):
Signature (End User)	Date:
Name and Position (End User)	
Signature (Supplier)	Date:

The Solution being purchased is detailed [below/within the attached document entitled []]
 (delete as appropriate).

Solution		Price (ex VAT)	Price (inc VAT)
Supplies			
Software			
Documentation			
Services			
Maintenance			
Training			
Manufacturers' Warranties			

Reference Standard			
Bespoke terms and conditions which apply to this Statement of works only			
TOTAL PRICE		£ _____ excl VAT	

A completed copy of this form should be emailed to the Help Desk at info@mfdframework.co.uk

Please note this information will be kept confidential and will only be used for internal framework monitoring and management purposes.

CONTRACT No CPC/DU/MFD/03A

Contract for the Provision of Multifunctional Devices and Digital Transformation Solutions

16 APPENDIX E – FRAMEWORK WEIGHTING

The weighting used to select suppliers through the original framework Invitation to Tender process is detailed below. Weighting is listed on a Lot by Lot basis and is provided for information purposes to assist Framework Users in determining their further competition evaluation criteria and associated weighting. Framework Users are advised to select evaluation criteria and associated weighting that supports the spirit of the particular Lot under which they are conducting their further competition and can be clearly related back to the original published criteria. Certain criteria may be more or less relevant or indeed not relevant at all, to a Framework Users' further competition and therefore their evaluation approach may be subtly different to that adopted in the original Invitation to Tender but must remain in compliance with the public procurement regulations.

Lot 1

Price 40%

Quality 60%

Quality Criteria:

Question Number	Weighting %
Method Statement Strategic statement upon the delivery of the framework	3
Device Technical Specification Compliance with the device technical specifications	10
Print Management Software e.g. Print management software and ability to customise	4
Associated Services e.g. Print Audit Services, Project Management Services and IT Support Services	4.5
Customer Support Services e.g. Help Desk provision	2
Equipment Warranty and Quality e.g. warranty, quality assurance policies and certifications	2
Order Process e.g. electronic communication/ordering systems, cancellation policies	3
Delivery e.g. delivery timescales, delivery process, policies for dead-on-arrival or faulty devices, safe and secure delivery of supplies, movement/relocation of devices and business continuity	8
Training e.g. user and super user training provision	3
Maintenance Support Services e.g. nature of maintenance service, response and fix times, standard maintenance service provision plus basic and enhanced services	6

Account Management Structure e.g. Account management structure, management information, key performance indicators, complaints and escalation procedures	10
Marketing e.g. promotion of the Framework	3
Sustainability e.g. approach to sustainability, carbon reduction and low energy devices	1.5
TOTAL	60%

Lot 2

Price 30%

Quality 70%

Question Number	Weighting Percentage
Tier One (Solution Category Area Compliance):	Total Score = 25
Solution Category Area Score – the ability of the Supplier to supply each of the Solution Category Areas	25
Tier Two (General Supplier Bid Quality Questions):	Total Score = 20
Transfer of Responsibilities Ensuring Continuity	2
Account Management	3
Key Performance Indicators	3
Management Information	2
Complaints Procedure	2
Exit Strategy at the End of Contracts	2
Marketing – Promotion of the Framework	3
Sustainability – Environmental Sustainability-	3
Tier Three (Solution Category Area specific questions):	Total Score = 25
Solution Specifications – details of each of the Supplier’s specifications for each Solution Category Area	5
Professional Services	2
Customer Support Services – physical and on-line customer support services	3
Business Continuity	2
Solution Delivery - Lead Times	2
Security	2
Accreditations, Certifications and Standards	1
Standard Maintenance and Support Services	3
Solution Availability	3
Training	2
TOTAL	70%