



Technology Products & Associated Services

Customer guidance (RM6068)



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Key facts summary information

- Technology Products & Associated Services (TePAS) replaces Technology Products 2 (RM3733 TP2)
- The framework contract length is 2 years with 1+1 extension options
- 41 suppliers across all 4 lots
- 60.98% of suppliers are a SME
- The framework contract has a high quality mix of suppliers (manufacturers, channel partners, re-sellers)
- All lots are available to all public sector buyers
- Buyers call-off contract lengths can be up to 5 years
- There is a simplified award procedure that can help reduce your further competition timescales (100% price competitions)
- Maximum OJEU limit is set at £6.5 billion

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What is the Technology Products & Associated Services framework contract?

TePAS provides an EU compliant and regulated route to market for commodity technology products and associated services.

Background

Extensive buyer and supplier engagement has been undertaken in order to design TePAS. From the engagement that took place, it was evident that our buyers wanted a framework contract that had a wider services scope to procure alongside their product requirements.

TePAS has been designed to include a wide range of associated services that buyers can now procure alongside goods, enabling them to run 1 single procurement activity, awarding to 1 supplier for their full solution.

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What products and services are available

Lot 1 - Hardware & Software & Associated Services

Combined hardware and software requirements or combined hardware and software and associated services requirements.

Refer below to lots 2 and 3 for product scopes.

Services: End user support, service desk, integration, system installation, project management, training, leasing (hire of goods), security management, hardware asset management (HAM), software asset management (SAM), network infrastructure management services, device as a service(DaaS), escrow.

Lot 2 - Hardware & Associated Services

Hardware requirements, including but not limited to; end user devices, infrastructure hardware, consumables and peripheral equipment.

Services: End user support, service desk, integration, system installation, project management, training, leasing (hire of goods), security management, hardware asset management (HAM), network infrastructure management services, device as a service (DaaS).

Lot 3 - Software & Associated Services

Software requirements, including but not limited to; commercial off the shelf software (COTS software), open source software, software licenses and associated services.

Services: End user support, service desk, integration, system installation, project management, training, leasing (hire of goods), security management, software asset management (SAM), escrow.

Lot 4 - Information Assured Products & Associated Services

Hardware and software requirements with protective and information assurance.

(For requirements where an additional security wrap / information assurance for the Ministry of Defence (MOD) and other such organisations is needed. Suppliers on this lot are List X accredited)

Services: End user support, service desk, integration, system installation, project management, training, leasing (hire of goods), security management, hardware asset management (HAM), software asset management (SAM), network infrastructure management services, device as a service (DaaS), escrow.

Refer to framework schedule 1 specification to view the full scope of the framework contract.

Top tip: Associated services may extend beyond the scope of the products purchased. Eg. A buyer can procure 100 laptops under the framework contract but can procure support and maintenance services to cover 500 laptops/users in the same procurement exercise.

Top tip: Any standalone service(s) is out of scope of the framework contract. All associated services under this framework contract must be procured alongside hardware and/or software. Buyers should utilise Technology Services 2 (RM3804) for standalone services.

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How to buy

The following is applicable to all lots;

To award a call-off contract under the TePAS framework contract you must run one of the following further competitions;

Option 1: Run a further competition (inclusive of price and quality weightings)

Option 2: Run a simplified further competition (price only weightings)

See section 6 further competition process

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Buyer scenarios

Scenario 1

A central government department has a requirement for an IT refresh which will include laptops, desktops, tablets and various off the shelf software licenses. As well as the product requirements the government department requires end user hardware and software support. The supplier must provide an information and support management service to handle a buyer's internal queries and operational problems on technology related processes, policies, systems and usage.

Recommendation

Lot 1 - Hardware & Software & Associated Services

This requirement is made up of hardware, software and associated services.

Scenario 2

A charitable organisation has a requirement for 100 end user devices and an enterprise server. As well as the product requirements the charitable organisation requires installation of the technology onto their building and infrastructure estate ensuring that the technology deployed works with existing technology.

Recommendation

Lot 2 - Hardware & Associated Services

This requirement is made up of hardware only & associated services.

Scenario 3

A local authority has a requirement for the renewal of their Microsoft 365 agreement for a 3 year period

Recommendation

Lot 3 - Software & Associated Services

This requirement is made up of software only.

Top tip: We have a category team who specialise in software. If you have any questions on your software estate or need any technical advice get in contact via info@crowncommercial.gov.uk

Scenario 4

The MOD requires 200 encrypted laptops delivered by a List X supplier and deployed onsite by security cleared supplier staff.

Recommendation

Lot 4 - Information Assured Products & Associated Services

This requirement is made up of hardware and requires a secure List X supplier to deliver it due to the environment the hardware will be used in.

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Further competitions process

This process allows buyers to satisfy their requirements by formally contacting all suppliers on the relevant framework lot with the intention of obtaining details of products and possibly associated services.

Completing a further competition also gives you the option to run an eAuction or a multi-stage competition to identify the most economically advantageous tender.

As per section 5 'how to buy,' you must run a further competition.

The further competition process is broken down into 6 simple steps.

Step 1 - Identify your needs

When establishing your product requirements you may wish to consider the following:

- product road maps and the expected life cycle of the product
- total cost of ownership, recognising running costs
- compatibility with other in-house systems
- what your budget parameters are
- current and possible future scale of requirement

Top tip: You may find engaging with the suppliers on the framework contract before issuing a further competition helpful. During this premarket engagement you can ask suppliers questions to help refine your requirement and also give suppliers early insight into the opportunity. If you do decide to embark on any pre-market engagement activities it must be fair, transparent and open.

You can engage via a Request for Information (RFI) which can either be sent via email using the supplier details located in 'lot details' tab of the TePAS webpage or by utilising the free Crown Commercial Service (CCS) eSourcing tool.

Step 2 - Finalise your requirements

It is important that you clearly articulate your exact requirements so the suppliers can provide comprehensive, value for money bids without excessive provision for risk/contingency in the pricing. Therefore, please ensure that your requirements are clearly and comprehensively captured within your further competition documents.

Step 3 - Complete documentation

When you are ready to send your requirements to the market, you will need to complete the further competition documentation, which is made up of:

- Invitation to Tender (ITT), including timetable and evaluation criteria
- requirements specification (which can be included in the above)
- all relevant Public Sector Contract Schedules
- Order form template and call-off schedules (Framework Schedule 6), partially completed to state the required schedules plus the requirement specification

Top tip: Your included order form should be completed as much as possible, as it contains additional information about the Public Sector Contract Schedules you wish to incorporate into your call-off.

You should allow suppliers sufficient time to prepare and submit their bids. We recommend that the minimum time for bid windows should be 10 working days (consider whether your tender period falls on a bank holiday and needs extra time). You should include precise detail of the closing time and date in the documentation so suppliers are clear on their deadlines.

For low complexity requirements that will utilise the simplified further competition process (price only weightings), the bid window can be reduced further to align with the buyers timescales.

Remember to also include a closing date and time for your clarification period.

You will also need to tell the suppliers how you will be evaluating their bids by clearly describing your evaluation model, including criteria and their relative importance. The permissible evaluation headings are as follows and can also be found in Framework Schedule 7 - Call Off Award Procedure, annex B part 2.

Criteria	Percentage Weightings - to be set by the Buyer conducting the Further Competition Procedure
Quality	0-90%
Quality and future product direction	()
Buyer service and satisfaction	()
Logistics and delivery capabilities	()
Goods and service fitness for purpose	()
Understanding buyer needs	()
Associated Services as described within the specification (Framework Schedule 1). Please note that Associated Services must be purchased with goods and applicable to the relevant Lot.	()
Price	10-100%
Price	()
Life cycle costs	()
Cost effectiveness	()
Pricing and operating costs	()

Step 4 - Issue further competition invitation

Buyers are obliged to invite all suppliers on the relevant lot to bid against your requirement.

During the further competition process you must keep an audit trail of any dialogue and communication with the potential suppliers. This can either be done via your own procurement system or utilising the free CCS eSourcing tool. All suppliers should have access to any clarification of your requirements where it could be of relevance to all of them.

There is no down select option under this framework contract, all suppliers on this framework contract are able to select which further competitions they participate in when invited. If suppliers choose not to bid for your business, they should inform you of this as part of the procurement process.

Step 5 - Evaluation

During your bid evaluation, you must treat all suppliers equally and fairly using the most economically advantageous tender criteria set out in your further competition documentation.

It is also vital that you evaluate the bid in the same way you stipulated in the further competition documentation and keep a clear audit trail of the process.

Step 6 - Award

Once you have identified the most economically advantageous tender, we recommend you apply a standstill period of a minimum of 10 calendar days before awarding your contract.

You must tell all the suppliers of the outcome of the further competition via email or letter.

After the standstill is complete, you can place your order with the successful supplier by finalising and placing the completed order form (Framework Schedule 6).

A signed hard copy of the order form does not need to be placed if an electronic purchasing system is used. If the buyer chooses to do this then a section of the text provided in the order form needs to be copied into the electronic order. Refer to Framework Schedule 6 which provides guidance on what text from the order form should be copied into the electronic order.

You should provide written feedback to unsuccessful suppliers, setting out the relative strengths and weaknesses of their bid.

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One Stop Shop

If you have requirements for hardware, software or combined hardware and software which will be bought over a limited period of time, you may choose to run a single further competition to implement a 'one stop shop' arrangement with a single supplier. To do this you would need:

- a defined duration for the call-off contract term
- a defined range of specific products required during the term
- a clear indication of product volumes likely to be required during the term
- apply all relevant joint/call-Off schedules Eg. Call-Off Schedule 16 - Benchmarking

Top tips for One Stop Shops

- We recommend that the longest duration a one stop shop is awarded for is 12 months, which should include a benchmarking exercise at 6 months. Tied relationships for any longer may result in buyer's being unable to benefit from favourable price changes
- ensure clear benchmarking and price fluctuation processes are made clear in your specification
- include quality criteria in your evaluation guidance to ensure you appoint a supplier who can demonstrate their capability to deliver a 'one stop shop' type of call-off

Top tip: If buyers can't clearly define their requirements then a one stop shop may not be the best value. This is because a single supplier lock in will not guarantee the best market price during a long call-off contract.

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Leasing (Hire of Goods)

Depending on your organisation's technology landscape you may choose to lease goods via a call-off under TePAS. To do this you would need to consider:

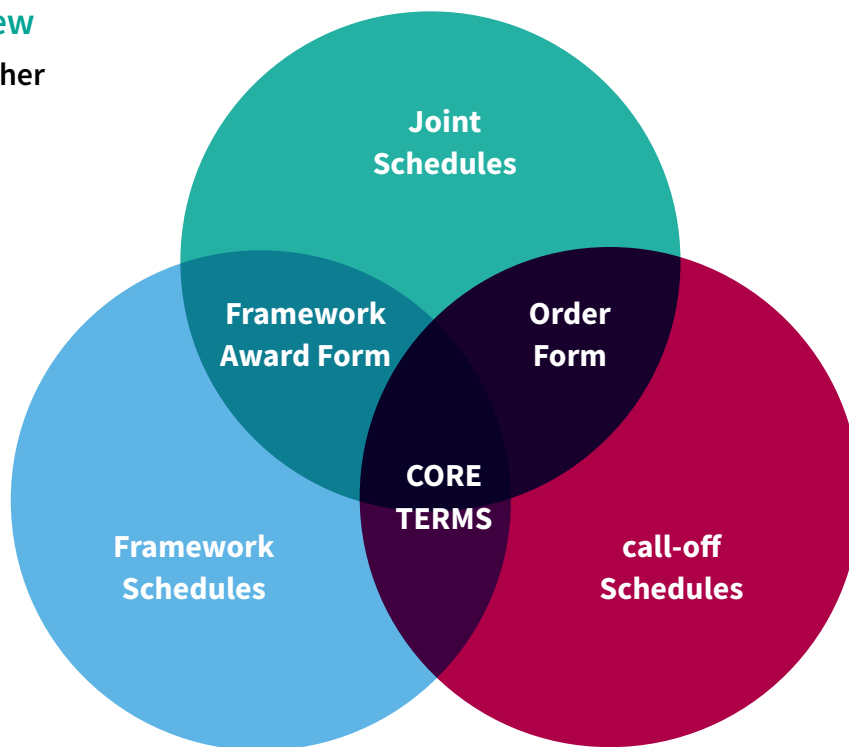
- a defined duration for the call-off contract term
- a defined range of specific products required
- third party contract terms may be applied to the call-off contract
- apply all relevant joint/call-off schedules e.g. Call-Off Schedule 22 - Lease Terms

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Public Sector Contract (PSC)

Contract overview

How it all fits together



The Public Sector Contract is the form of contract used by CCS as the base for construction of all of its framework Contracts. It's a composite product consisting of the following elements;

- 1. core terms** – CCS' standard commercial terms applicable at both the framework and call-off contract level
- 2. framework schedules** – applicable at the framework contract level and managed by CCS
- 3. joint schedules** – applicable at both framework and call-off contract levels
- 4. call-off schedules** – applicable only to buyer call-off contracts resulting from the framework
- 5. framework award form**

The award form draws all of the components together and captures the key information on the construction of a particular framework contract. It documents any “framework special terms” that amend the core terms specifically for the relevant framework contract and also provides a vehicle for the supplier and CCS to sign the framework contract.

The award form states the scheduled duration of the framework contract, and any possible extension period, along with details of the lots to which the relevant supplier is appointed. It records the components of the framework contract – those framework and joint schedules incorporated together with the call-off schedules that may be included in call-off contracts resulting from the framework contract. The possible call-off award procedures are stated together with the contact details of key CCS and supplier staff involved in management and performance of the framework contract.

The call-off contract (Framework Schedule 6 - Order Form Template and Call-Off Schedules) sits between the buyer and supplier and governs the purchase and delivery of the goods (and services). It is entered into once the order has been placed (i.e. at the end of a further competition)

The blank order form highlights in yellow the components that buyer’s will need to complete or, if not required remove, to create the call-off contract.

The call-Off terms can be refined where needed via the order form by removing/adding any of the joint or call-off schedules.

You can change the call-off terms legal effect by using the special terms section within the order form.

The Public Contract Regulations Regulation 33(6) states that call-off contracts may not depart from the terms of the framework contract in any substantial respect. Further guidance is available here https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/560262/Guidance_on_Amendments_to_Contracts_-_Oct_16.pdf

Top tip: For Scottish based buyers, Call-Off Schedule 19 is also applicable and should be added to any call-offs.

Top tip: TePAS allows for the inclusion of limited third party contract terms in only the following instances

- non-COTS third party software licensing terms (add these to Call-Off Schedule 6)
- COTS licensing terms (add these to Call-Off Schedule 6)
- software support & maintenance terms (add these to Call-Off Schedule 6)
- software as a service terms (add these to Call-Off Schedule 6)
- device as a service terms (add these to Call-Off Schedule 6)
- lease terms (add these to Call-Off Schedule 22)

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Memorandum of Understanding (MoUs)

With the TePAS framework contract live, the CCS Technology Products & Services team ensures the best prices are achieved under our frameworks through a combination of controls, measures and ongoing procurement activity.

One of these activities is the negotiation of pan-government discounts through MoU agreements. These agreements are in place with a number of manufacturers including Microsoft, Cisco, Oracle, Adobe, HP, Lenovo, Apple, Dell.

These agreements provide for a best public sector price to the distribution channel for transactional purchases (allowing resellers to compete on resale margin) and a single point of contact for any volume discount discussions.

Compete your requirements under TePAS to contract with a quality tested supplier as well as accessing best public sector pricing via the MoUs CCS have negotiated.

To find out more information on MoU discounts or the process to access them via CCS frameworks please contact us at:

info@crowncommercial.gov.uk.

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Aggregation

CCS develop and run aggregated competitions (including e-Auctions which allow suppliers to compete online, in real time) for buyers on a regular basis throughout the year.

We provide a managed further competition service for buyers who have common purchasing needs for products and services. We aggregate demand and run the procurement process on behalf of buyers.

By bringing together buyers with similar requirements, standardising specifications and running eAuctions we regularly achieve double-digit percentage savings.

Benefits and results:

- buyers can achieve increased savings based on committed aggregated volumes
- Simplification of the process leads to reduced procurement costs for the buyer and reduced bidding costs for the supplier
- aggregation reduces fragmented spend. Potential for standardisation to leverage greater savings
- pre market engagement 'tech days' with vendors and suppliers to ultimately deliver value for money
- adoption and consistent application of best practices including the use of standard documentation sets; mitigating risks and issues
- support and guidance to buyers throughout the process, conducting further competitions at no cost to the buyer

Aggregation activities and timelines:

Full details on current opportunities, future opportunities and any recent aggregation case studies can be found on our [aggregation page](#).



Contact us

If you have any questions or queries relating to the TePAS framework contract or buying process please contact the Technology Products Team.

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