

## Technology Online Purchasing Content (RM6147) Agreement FAQ:

No.	Topic	Question	Answer
1	General	What is the length of the framework?	Two years from 19th November 2020 - 18th November 2022 with an option to extend for a further 2 periods of 12 months. The first period to extend for 12 months was taken and the framework will end 18th November 2023.
2	General	What is in scope of the catalogue?	<p>Products include but are not limited to;</p> <ul style="list-style-type: none"> <li>• Laptops,</li> <li>• Desktops,</li> <li>• Screens and other related peripherals.</li> <li>• Servers,</li> <li>• Switches,</li> <li>• Routers,</li> <li>• Cables and other related infrastructure hardware</li> <li>• Mobile phones,</li> <li>• Tablets and related hardware.</li> <li>• Audio visual hardware such as telephone handsets, screens and conference calls equipment</li> <li>• Commercial off the shelf Software (COTS Software), Open Source Software, software licenses</li> <li>• Related commodisable services, including support packs, extended warranties, delivery and imaging</li> </ul>
3	General	What is not in scope of the catalogue?	<ul style="list-style-type: none"> <li>• IT managed services – Full outsourced managed non-commoditised Services are (with the exception of commoditised services, e.g. support packs and extended warranties) not within scope of this Lot</li> <li>• Chargeable consultancy (for example but not limited to stand alone consultancy, or pre-sales design)</li> <li>• Non COTS Software</li> </ul>

<b>4</b>	General	What is the Management Charge attached to this agreement?	There is a 1% Management Charge which is payable by suppliers on spend through the framework. However, this charge is not to be passed on to customers.
<b>5</b>	General	How do I access and use this agreement?	To <a href="#">register</a> for access to the catalogue To <a href="#">login</a> to the catalogue
<b>6</b>	General	Is subcontracting allowed through the catalogue?	No
<b>7</b>	General	Can I have a Word version of the Framework and Call Off Agreement?	Should you wish for a copy, please contact the Technology Products and Service's team.
<b>8</b>	General	Can I lease goods under through the catalogue?	No
<b>9</b>	General	What was the OJEU value?	The OJEU value was set at £500m for the duration of the agreement.

10	General	What level of supplier compliance does CCS apply to the suppliers on the framework?	<p>As part of our ongoing supplier management programme, we have a number of compliance activities including:</p> <p>1. Financial monitoring: We have Dun &amp; Bradstreet alerts in place against all the suppliers to notify us of any of the following:</p> <ul style="list-style-type: none"> <li>- Changes to risk levels (up or down)</li> <li>- Collections/Claims</li> <li>- Judgements</li> <li>- Bankruptcy/Insolvent event</li> <li>- Serious detrimental event</li> <li>- Severe risk</li> <li>- Ceased trading</li> </ul> <p>2. Certification: We ensure that the suppliers various certificates (insurance/cyber essentials) are valid and up-to-date.</p> <p>3. Audit: We ensure the suppliers provide an annual self audit certificate which confirms they have adequate systems in place to identify and report all activity taking place under the provisions of the agreement.</p>
11	General	Is disposal covered through the catalogue?	No
12	General	Will the products be built to order?	Products will be standard and not built to order.
13	General	What are the delivery timescales?	Under the catalogue, a customer has the option of a 'Next Day Delivery' or 'Standard Delivery'.
14	General	Will the products come with a warranty?	Yes, all products should be sold with a warranty, the minimum acceptable warranty is 90 days.

<b>15</b>	Framework Agreement	How do I determine the best Lot to use?	As this is a catalogue, there are no lots.
<b>16</b>	Framework Agreement	What documents is a customer required to complete if they decide to use the framework?	Orders can be completed on the purchasing platform and there is no additional documents to complete.
<b>17</b>	Call Off	Is there a minimum or maximum order value?	A £10,000 limit is the recommended cap of spend for customers before considering to conduct a competition