

CONFIDENTIAL
BUYING GUIDE

**CONTRACT FOR THE PROVISION OF:
IT RELATED ACCESSORIES AND PARTS (ITRAP)**

PERIOD					
FROM:	1st June 2016			TO:	31st May 2020
CONTRACT REF:	FFE2004NE	ISSUE No:	2017/1	DATE OF ISSUE:	23/4/2018
CONTRACT OFFICER:	Mark Roust	TEL No:	0208 331 8697	EMAIL:	contracts@gre.ac.uk

AGREEMENT TYPE: Consortia (SUPC)

PURPOSE OF BUYER'S GUIDE: Contract Details and Product Information
TARGET: Authorised Officers for the Purchase of **Removal and Relocation Services**

1.0	SPECIAL ORDERING INSTRUCTIONS	
1.1	ORDERING PROCEDURES	
1.1.1	The Southern Universities Purchasing Consortium (ESPO) undertook an extensive competitive tender under the EU Procurement Directive and Public Sector Procurement Rules to establish a Framework Agreement for IT Related Accessories and Parts.	
1.1.2	It is recommended that all new requirements for IT Related Accessories and Parts are obtained from the approved suppliers under this Framework Agreement. The terms of the Framework Agreement permit the direct award to the most suitable supplier which best meets your requirement. Alternatively, a desktop exercise or further mini-competition may be undertaken for contract being awarded to the most economically advantageous supplier for the specific requirement. All mini-competitions must be undertaken, in accordance with the strict rules of the Framework Agreement, via Procurement & Business Services.	
1.1.3	Should assistance be required in identifying a particular item that is not on the Core Lists please contact Procurement & Business Services on ext. 8697	
2.1	PRODUCT RANGE AND APPROVED SUPPLIERS	
2.1	Product Range	
	Category	Example of products that fall within this category (not an exhaustive list)
	Storage media	CDs and DVDs, USB storage media, tapes, portable hard disks, memory cards, other storage devices
	Components	RAM, graphics cards, processors, hard disk, internal DVD/CD drive
	Displays, monitors, screens and accessories	Desktop monitors, display screens, remote controls, docking stations, stylus pen for touch screens, display mounts and brackets
	Cables	Ethernet, USB, stereo jacks, HDMI, patch cables, video monitor cables, extension cables, fibre optic,
	Power related accessories	Batteries, power adapters, chargers, power packs, PDU's
	Peripheral accessories	Headphones, microphones, speakers, keyboard, mouse, webcams, scanners, wireless accessories and adapters, keyboard covers, voice recorders, external DVD and CD Drives, wrist rests, mouse mats, small home networking hubs
	Device protection and IT security products	Laptop bags, device covers and cases, locking accessories, security cables and cages
	Audio visual consumables	Replacement lamps, bulbs, wall and ceiling mounts and brackets, projector filters, tape libraries, media cards, camcorder tapes and discs, cassette tapes
	Special needs assisted technology equipment	Alternative keyboard, alternative mouse, mounting solutions, note takers and literary aids, speech and hearing amplifiers, switch interface boxes
	Please note that the list of examples within each sub category is not exhaustive but demonstrates the type of products that fall within each subcategory.	
2.2	SUPPLIERS CONTACT DETAILS	

2.2.1	Academia	Acc. Manager: Charles Awode	
		Mob :	Tel: 01992 702 192 01992 703 900
		Email: Charles.awode@academia.co.uk sales@academia.co.uk	
		Web: http://www.academia.co.uk	
	Insight Direct	Acc. Manager: David Robinson Matthew Green - 07983 552 535	
		Mob :	Tel: 0844 692 5221
		Email: David.robinson@insight.com HE.Sales@insight.com	
		Web: http://www.insight.com	
	Softcat	Acc. Manager: Nick Berry Tom Blackwell Andy Bruen	
		Mob : 07572 442041	Tel: 01628 403403 0161 272 3105 0161 272 3133
		Email: NickBe@softcat.com tomb1@softcat.com andybr@softcat.com	
		Web: http://www.softcat.com	
	XMA	Acc. Manager: Mark Bailey	
		Mob : 07583 593 957	Tel:
		Email: mark.bailey@xma.co.uk	
		Web: www.xma.co.uk	
	Primo IT	Acc. Manager: Richard Harland Craig Pattison Emma Moon	
		Mob :	Tel: 01509 274500 01509 274503 07977 414765 01509 274502 07866 610351 01509 274509
		Email: richard@primoit.co.uk itrap@primoit.co.uk craig@primoit.co.uk emma@primoit.co.uk	
		Web: http://www.primoit.co.uk	

2.3	Please see section 4.5 on how to use this Framework Agreement.	
2.4	Supplier Scoring and Ranks	
2.4.1	Supplier	Score
	1. Academia	89.63%
	2. Insight Direct	62.10%
	3. Softcat	57.95%
	4. XMA	57.94%
	5. Primo IT	53.43%
3.0	STANDARD INSTRUCTIONS	
3.1	CONTRACT AWARD	
3.1.1	In compliance with the University's Procurement Policy & Standard Procedures and good procurement practice to achieve value for money, competitive tenders have been obtained for the above contract. After comparative analysis and evaluation, the contract was awarded to the Supplier(s)/Service Provider(s) offering the best Value for Money in terms of the most economically advantageous and favourable service level overall.	
3.2	SCOPE AND STATUS OF THE CONTRACT	
3.2.1	Please refer to the Contract Schedules for the particular Supplies or Services to ascertain the full scope of the arrangements.	
3.2.2	This Contract is an agreement between the University of Greenwich and the Contract Supplier or an approved source under a Consortia or National arrangement. No other supplier may be used to provide the goods and/or services covered by the contract without prior consultation with and approval of Procurement & Business Services .	
3.3	CONTRACT REFERENCE	
3.3.1	When placing Purchase Orders the Contract Reference provided in this Contract Information Bulletin and Schedules must be quoted to ensure that preferential prices and delivery terms are secured.	
3.4	PURCHASE ORDERS AND AUTHORISED EXPENDITURE	
3.4.1	Before placing a Purchase Order ensure that you have adequate approved budgetary provision and where necessary make suitable arrangements to cover the total whole life cost. Your Purchase Order via the Parabilis e-Procurement system must be properly coded with Organisation and Account Codes .	
3.5	PURCHASE AND <i>Parabilis</i> e-PROCUREMENT SYSTEM	
3.5.1	Ordering is now streamlined and efficiency achieved by the roll-out and use of the Parabilis e-Procurement system. The use of "Call-Off" Purchase Orders is currently restricted to Services Contracts for a realistic or nominal value followed by a Purchase Order Variation for each subsequent purchase via the original "Call-Off" Purchase Order.	
3.5.2	The correct and specific product or commodity code must be used for ordering Supplies via the Parabilis e-Procurement system as and when required. The availability of Catalogues and Punch-out facilities on Parabilis will be gradually introduced and notice given in future Contract Information Bulletins and Newsfeeds . The "Free Text" facility should not generally be used for ordering Supplies.	
3.5.3	Please ensure that any genuinely urgent Purchase Order placed by telephone is immediately confirmed by issue of an individual Purchase Order, otherwise payment of the supplier's invoice will be delayed and the supplier will be reluctant to supply items on that basis in the future.	
3.6	SPECIFICATIONS, SUSTAINABILITY AND PRICING	
3.6.1	Please refer to the Specifications and Pricing Schedule to ensure that you are ordering the right items utilising any discounts and paying the right price. Where possible a special Sustainable Products Price List will be compiled and included in the Contract Information Bulletin site for use.	
3.7	"BEST FIT" REPLACEMENTS	
3.7.1	Where an intended purchase is to replace an existing suite or range of items within an Office, School, Department or Institute, similar compatible products should be ordered to ensure proper co-ordination and maintenance of the approved style. The availability of " green " or Sustainable alternatives from the approved Contract Supplier should be considered in deciding on "best fit" or compatible replacements.	
3.8	LARGE PURCHASES AND ADDITIONAL SUPPORT	

3.8.1	When large or high value purchases are being considered, client representatives are advised to contact Procurement & Business Services via Contracts@gre.ac.uk for assistance and advice, so that additional discounts and other advantageous terms can be negotiated.
3.9	DELIVERIES
3.9.1	Delivery times where quoted in the schedules are realistic estimates and are subject to fluctuation particularly during peak demand, immediate pre- and post public holiday and manufacturers' factory closure periods (usually during July and August). Clients and customers are advised to check delivery dates with the Contract Supplier before placing a Purchase Order.
3.9.2	If access to the intended delivery point is restricted, please specify this on the Purchase Order and state any special arrangements, convenient delivery times and provide adequate contact details of the nominated person who will receive the delivery.
3.10	COMPLAINTS (e.g. QUALITY, DELIVERY, PERFORMANCE)
3.10.1	Where supplies delivered or services provided are found to be defective , damaged, or of unsatisfactory or inferior quality or accompanied by incorrect documentation, please inform the supplier or service provider immediately so as to register the problem and instigate corrective action.
3.10.2	If the supplier or service provider fails to resolve the defect satisfactorily or the problem becomes repetitive, please contact Procurement & Business Services for assistance or provide feedback by completing the Client/Customer Opinion Survey form at: http://www.gre.ac.uk/offices/procurement/where-to-buy-from/feedback .
3.11	HEALTH & SAFETY, COSHH REGULATIONS
3.11.1	Where the purchase of hazardous supplies is possibly subject to the COSHH (Control of Substances Hazardous to Health) Regulations, any such product must not be used in the University until operatives are familiar with information contained in the appropriate Health & Safety Data Sheet, a COSHH assessment has been made and the University's Health & Safety Advisor has considered the use of the product acceptable under specified conditions.
3.11.2	All Service Providers and Contractors are required to submit Method Statements prior to commencing service delivery, maintenance, installation or construction work and agree to comply with the Code of Practice for Contractors working on University premises. Clients are advised to monitor the methods used and inform the Health & Safety Unit, ext. 9001 of potential contraventions.
3.12	INVOICE PROCESSING AND PAYMENT
2.12.1	Supplier and contractors will submit invoices for supplies or services delivered and should contain the relevant Account Reference, Order Number, Delivery Note Number(s) and Requisition Order Number where appropriate.
3.12.2	Clients are responsible for checking invoices against the appropriate Delivery/Packing Notes and any Collection Notes and details contained in the Contract Bulletins to confirm that the correct charged only for supplies and services delivered. Any detected anomalies in invoices received must be reported to the supplier so that immediate and corrective action can be taken.
3.12.3	Please note that failure of the University to make payment for correct invoices can result in the supplier levying a late payment claim which will have to be met from the relevant client's budget, therefore delays in checking, reconciling and passing invoices for payment should be avoided.
3.13	CONFIDENTIALITY
3.13.1	All Contract details are Strictly Confidential and must not be disclosed to suppliers or persons outside of the University's employ, or employees unless necessary for performance of their official duties.
3.14	HELP AND ADVICE
3.14.1	If you have any queries regarding this Contract Information Bulletin contact the Contract Administrator for assistance on Procurement matters please contact 020 8331 8611 / 8294/8899.

4.0	PRICING INFORMATION		
	Pricing under this framework for all goods is on a Cost Plus basis. Prices shall be made up of: • Goods Cost Price to Supplier + Cost to Serve + Net Profit Margin = ITRAP Framework Price The following tables show a summary of Cost to Serve and Net Profit Margin for each supplier:		
4.1	Supplier	Cost to Serve	Net Profit Margin
	Academia	0.5%	0.5%
	Insight Direct	1.9%	1.05%
	Softcat	1.0%	3.0%
	XMA	2.65%	3.0%
	Primo IT	1.5%	4.0%
	Illustrative calculation based on the above percentages:		
	Goods Cost Price	Cost to Serve	Net Profit Margin
	£ 10.00	£ 0.05	£ 0.05
			£ 10.10
	Other rebates and discounts available:		
	Annual Expenditure Rebates		
	Supplier	Value Threshold	Rebate
	Academia	Expenditure of £100,000 or more	0.20%
	Insight Direct*	Expenditure of over £200,000	1.00%
	Softcat	Expenditure of over £100,000	0.25%
		Expenditure of over £200,000	0.50%
	XMA	Expenditure of £50,000 to £100,000	0.25%
		Expenditure of over £100,000	0.50%
	Primo IT	Expenditure of over £200,000	0.25%
	Only one rebate applies, as such annual expenditure rebate and sole supplier rebates cannot be used together.		
	Sole Supplier Rebates		
	Supplier	Value Threshold	Rebate
	Academia	90% of the Member's total annual ITRAP expenditure through this supplier.	0.25%
	Insight Direct	90% of the Member's total annual ITRAP expenditure through this supplier.	1.75%
	Softcat	90% of the Member's total annual ITRAP expenditure through this supplier.	0.50%
	XMA	90% of the Member's total annual ITRAP expenditure through this supplier.	1.00%
	Primo IT	90% of the Member's total annual ITRAP expenditure through this supplier.	0.25%

Consolidated Delivery Rebates		
Supplier	Value Threshold	Rebate
Academia	1 Day per week	0.20%
	2 Days per week	0.10%
Insight Direct	Not Available	N/A
Softcat*	Not Available	N/A
XMA	Not Available	N/A
Primo IT	1 Delivery per week (Min 5 orders)	1%
Consolidated delivery rebates would be agreed with each member institution based on need/ requirements.		
Minimum Order Value / Small Order Charge*		
Supplier	Minimum Order Value	Small Order Charge for Orders Below Minimum Order Value
Academia	£50.00	£5.00
Insight Direct	£20.00	£2.50
Softcat	None	None
XMA	None	None
Primo IT	£50.00 Excluding VAT	£5.50 Excluding VAT

* Rebates must be sent direct to the institution and in the form of a BACS payment, within 60 days of the end of the contractual year. Unless otherwise defined by the individual member, a contract year will run from 1st August until 31st July the following year. ** Members can take into account at further competition stage or as part of determining the most economically advantageous tender for a direct call-off



Vincent M John, Director of Procurement & Business Services