

Desktops and Notebooks (NDNA) (ITS5042 LU)

SUMMARY

Start date: 1st September, 2017

End date: 31st August, 2021

OJEU Number: 2017/S 028-050664

Lead Consortium: LUPC

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<https://www.hecontracts.co.uk/agreements/472>

Sharp Business Systems UK added by Dynabook/Toshiba as their third reseller partner on 15/9/20.

Fujitsu Ltd have mutually agreed to no longer be an active supplier on the framework from 1 November 2019 onwards. They will continue to support all existing Fujitsu notebook customers and arrangements and actively engage with HE under the SSSNA framework, where their position remains unchanged.

Please note, from 5 August 2019 there is a new main office address for HP Inc: HP Inc UK Limited TVP2, Thames Valley Park Reading RG6 1PT United Kingdom

HP replaced Academia with Stone** as one of their three business partners under the agreement effective 15 April 2019, Acer added their third business partner Centerprise International*** commencing 7 January 2019 and Lenovo replaced SCC with Insight* as one of their three business partners under the agreement effective 1 September 2018. Direct awards to HP alone under any of the three Lots is not an outcome of the inclusion of Stone as a reseller for HP.

As of April 2019, Toshiba began an exercise of transitioning their global product and marketing-related presence to the "Dynabook" brand, which is reflected in the amended supplier name of "Dynabook Europe GmbH (F/T as Toshiba)". For familiarity purposes, the Toshiba name is retained below as well as much of the guidance information.

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The new framework agreement as before is split into three Lots; Desktops (Lot 1), Notebooks (Lot 2) and One-Stop Shop (Lot 3).

The awards under Lot 1 have been made to five manufacturers based on best overall value for money (in order of ranking): Stone, XMA Ltd, Dell Corporation Ltd, HP Inc. Limited (available through HP Direct, Stone**, DTP and XMA) and Lenovo Technology Ltd (available through Getech, CDW and Insight*).

Lot 2 awards have been made to six manufacturers: Dell, Lenovo Technology Ltd (available through Getech, CDW and Insight*), HP Inc. Limited (available through HP Direct, Academia, DTP and XMA), Fujitsu Services Limited (available through Insight and Bechtle), Acer UK Limited (available through Stone, Centerprise*** and European Electronique) and Toshiba Information Systems (UK) Limited (available through Stone and XMA).

Five Lot 3 awards have been made;

Stone - for the supply of Stone desktops and either Acer, HP** or Toshiba mobile devices

XMA - for the supply of Viglen (XMA) desktops and either Toshiba or HP mobile devices

Dell - for the supply of Dell desktops and mobile devices (direct)

Lenovo - for the supply of Lenovo desktops and mobile devices desktops (available through Getech, CDW and Insight*) and;

HP - for the supply of HP desktops and mobile devices (available through HP Direct, Stone**, DTP and XMA).

A Framework Buyers Guide giving further guidance on call-offs and mini-competitions including detailed scoring for example, a 1-page 'cheat sheet' providing key escalation points and bid/ mini-competition routes for each manufacturer and reseller on the agreement, the Main Tender Evaluation Sheets, final Terms and Conditions and the OJEU advert have been added to the information on HEC.

The award notice, vendor price lists including discount rules, an ongoing competitive benchmark analysis as well as a more detailed list of contacts applicable to each route to market including internal and external sales account managers, technical support, customer services, accounts and areas of added value are also present on HEC. Detailed sales and service management information, minutes and matters arising from meetings, industry-related articles, presentations and roadmaps are available from the Contract Manager on request.

The agreement covers the purchase of the following equipment types under all standard operating systems (Windows, Linux and Chrome for example) with the exclusion of Apple OS, which is covered under a separate HE framework:

(i) "Desktop" PCs including standalone case-based systems from Micro and NUC (Next Unit of Computing) devices through to Full Tower, All-In-One ("AIO") PC devices where either the entire system including processing unit and device is housed within a single piece construction or alternatively, the processing unit is within a separate case and VESA mounted (or equivalent) on the reverse of the display, PC Workstations and Thin-Client end user units;

(ii) "Notebook" PCs including traditional 'clamshell' PC notebooks/laptops, units where in order to provide notebook and tablet multi-functionality as a 'Hybrid/2-in-1' device, the keyboard can either be detached and re-attached from the processing unit or can fold itself back-to-back to the processing unit, Tablet devices, mobile PC Workstations and mobile Thin-Client end user units.

AGREEMENT BENEFITS

There are several benefits of using the agreement:

- Average savings of 14% compared with best available market pricing
- Minimum 3 year collect and return warranty included in price on all TPM devices* with enhanced on-site warranty services with some suppliers
- Additional benefits and savings available for volume-related purchases
- A range of value added services available including for example, imaging, holding customer 'gold stock' for call-off, enhanced self-maintainer training
- Terms and Conditions that include the means of institution reparation through agreed liquidated damages if service levels are breached in any one of four core areas; time to quote, Delivery times, Dead on Arrival (DOA) response and Field Service Warranty response.
- Suppliers capable of integrating with institutional e-procurement solutions
- Agreement pricing regularly benchmarked and reviewed
- Agreement Prime Contractors are Original Equipment Manufacturers permitting direct escalation and negotiation over all key matters arising
- Provides compliance under latest EU Procurement Directives 2015
- Multiple methods of call-off including direct via ranking, desktop exercise and full mini-competition including permitted variation of weightings
- Improved performance incentivised by the inclusion of dynamically adjusted awarded scores and positions of the Supplier every six months from the commencement of the Agreement to accurately reflect their Agreement pricing or for example, to reflect any failure in the implementation of the tendered service
- Full software support is provided and facilitates access for Member Institutions and their buyers to obtain patches, bug fixes, new software releases and documentation (including BIOS firmware releases) as required
- Full performance management through several managed KPI's to be monitored over the life of the agreement
- Electronics Watch Terms and Conditions either agreed or in the process of being agreed with suppliers on the framework

*notebook batteries have traditionally been excluded from the main system warranty and covered by separate charges. Purchases from Acer, Lenovo, Dell, HP, Toshiba and Fujitsu are all inclusive of 3-year battery warranty on a fair usage basis (minimum 350 charge cycles).

USING THE FRAMEWORK

Please refer to the Buyers Guide for full details.

SUPPLIERS

Lot	Suppliers
Desktops - Lot 1	CDW - Lenovo Reseller, DTP Ltd - HP Inc Reseller, Dell Computers Corporation Ltd, Getech - Lenovo Reseller, HP Inc, Insight - Lenovo Reseller, Lenovo Technology (UK) Ltd, Stone - HP Inc Reseller, Stone Computers Ltd, XMA - HP Inc Reseller, XMA Ltd ,
NDNA One-Stop Shop - Lot 3	CDW - Lenovo Reseller, DTP Ltd - HP Inc Reseller, Dell Computers Corporation Ltd, Getech - Lenovo Reseller, HP Inc, Insight - Lenovo Reseller, Lenovo Technology (UK) Ltd, Stone - HP Inc Reseller, Stone Computers Ltd, XMA - HP Inc Reseller, XMA Ltd ,
Notebooks (Mobile Devices) - Lot 2	Acer UK Ltd, CDW - Lenovo Reseller, Centerprise - Acer Reseller, DTP Ltd - HP Inc Reseller, Dell Computers Corporation Ltd, Dynabook Europe GmbH (F/T as Toshiba), European Electronique - Acer Reseller, Getech - Lenovo Reseller, HP Inc, Insight - Lenovo Reseller, Lenovo Technology (UK) Ltd, Sharp Business Systems - Toshiba/Dynabook Reseller, Stone - Acer Reseller, Stone - HP Inc Reseller, Stone - Toshiba/Dynabook Reseller, XMA - HP Inc Reseller, XMA - Toshiba/Dynabook Reseller,

SUSTAINABILITY

Please refer to the Schedule C (Sustainability) within the Evaluation sheets hosted on HEC for full details. Electronics Watch Affiliates may apply the EW Terms and Conditions as part of their requirements.

NEXT STEPS

Please refer to the Buyers Guide for full details.