Procurement Services Frameworks

MULTI-FUNCTIONAL DEVICES AND DIGITAL SOLUTIONS

USER GUIDE

FRAMEWORK **Y26009**

Contract Period: 17th June 2026 - 16th June 2030

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THE AGREEMENT

In accordance with the Procurement Act 2023 Kent County Council via Procurement Services have created a national framework agreement (the agreement) for the supply and delivery of **Digital Transformation Solutions and Enterprise Services**

The framework period is 48 months
17th June 2026 - 16th June 2030

FTS Notice ref
2026/S 000-020116

FTS Award Notice ref
2026/S 000-053259

Click symbol to return to this page

WHAT DOES THE FRAMEWORK COVER? ›

SECTION ONE – **WHAT DOES THE FRAMEWORK COVER?**

This framework provides a compliant, flexible, and outcomes-focused route to market for public sector organisations seeking to deliver digital transformation, operational modernisation, and strategic reform. It supports both targeted interventions and end-to-end delivery models across core service areas.

LOT 1

Leased and Purchased Multi-functional Devices and Associated Services

- Desktop and floor standing printers
- High volume equipment
- Management information software/user control enabling software
- Mono, colour, A4 and A3 technology with a range of speeds
- Multi-functional devices
- Standard network interfaces for print/copy/scan/fax versions (to include java cards as standard)
- Various finishing options
- Wide format printers

WHO CAN ACCESS THE FRAMEWORK?

SECTION ONE – WHAT DOES THE FRAMEWORK COVER?

LOT 2

Digital Solutions and Associated Services

Indicative requirements include, but are not limited to, the following:

- AI
- Audio visual solutions
- Communication systems
- Cloud storage
- Cyber security
- Document storage, distribution and management
- Facilities solutions
- High volume print devices
- Hosted services
- Hybrid mail
- ICT hardware
- ICT hardware
- ICT systems management, support and solutions
- Mail management solutions
- Multi-functional devices
- Network services
- Outsourced print solutions
- Print management, consultancy and audit
- Scanning and archiving solutions
- Software solutions
- Wide format Devices

Associated services may extend beyond the scope of the goods/services purchased and may include, but not be limited to:

- Asset management
- Consultancy
- End user support
- Installation
- Project management
- Service desk
- Training

LOT 3

Inkjet Printers

- Desktop and floor-standing heatless inkjet printers
- High-volume equipment
- Mono and colour devices, A4 and A3 technology, with a range of print speeds
- Multi-Functional Devices (MFDs)
- Various finishing options
- Wide-format heatless inkjet printers

WHO CAN ACCESS THE FRAMEWORK?

SECTION TWO – **WHO CAN ACCESS THE FRAMEWORK?**

This framework is for use by customers in the United Kingdom, British Overseas Territories, and Crown Dependencies that exist on 13/06/25 and which fall into one or more of the following categories:

- Ministerial government departments
- Non ministerial government departments
- Executive agencies of government
- Non-Departmental Public Bodies (NDPBs), including advisory NDPBs, executive NDPBs, and tribunal NDPBs
- Assembly Sponsored Public Bodies (ASPBs)
- Police forces
- Fire and rescue services
- Ambulance services
- Maritime and coastguard agency services
- NHS bodies
- Educational bodies or establishments including state schools (nursery schools, primary schools, middle or high schools, secondary schools, special schools), academies, colleges, Pupil Referral Unit (PRU), further education colleges and universities
- Hospices
- National parks
- Housing associations, including registered social landlords
- Third sector and charities
- Citizens advice bodies
- Councils, including county councils, district councils, county borough councils, community councils, London borough councils, unitary councils, metropolitan

https://www.find-tender.service.gov.uk/Notice/053259-2026

TO ACCESS THE FRAMEWORK AGREEMENT
Potential customers must complete the **Customer Access Agreement Form – Appendix A**

SECTION THREE – **ABOUT US**

Procurement Services is a trading function of the Commercial Services Group, a Professional Buying Organisation (PBO) and one of the largest trading organisations of its kind in Europe with a turnover more than £500 million. Tracing its roots back to 1902, as the supplies division of Kent County Council, the Commercial Services Group has grown organically to become one of the leading suppliers of products and services to the education and public sector, serving over 10,000 customers in 80+ countries. These include local government, education establishments, the care sector and the emergency services.

We are also a member of the Public Sector Buying Organisation (PSBO) Central Buying Consortium (CBC), a group of County, Borough and City Councils, including Kent County Council. The purpose of which is to improve the effectiveness, by co-ordination, of local authority purchasing with the object of effecting savings in public expenditure for the benefit of its members. CBC procures approximately £750m goods and services per annum.

WHY CHOOSE PROCUREMENT SERVICES?

We strive to offer the best customer experience to ensure that all public sector establishments are protected from the complications and risks associated with procuring high value products and services. Below are just some of the reasons why you should consider Procurement Services as your procurement specialists.

KNOWLEDGE

With over 100 years of collective experience dealing with the public sector, every member of staff at Procurement Services can call upon the vast amount of knowledge and experience we have as a team to ensure we can assist you with even the most complicated of queries.

SUPPORT

Every member of the Procurement Services team is just a phone call away. We are here whenever you need us to help support you through the tender process, offer advice or act on your behalf when liaising with suppliers.

CHOICE

We work with some of the top suppliers and manufacturers in the industry. Every framework has been thoroughly created to ensure that you, the customer, get the best terms and conditions from the best suppliers offering the best products and services on the market.

COMPLIANCE

All our frameworks are national, fully compliant and adhere to the latest regulations. As well as being able to offer you full Procurement Act 2023 compliance and strong buying power, we provide terms and conditions that are designed specifically for the public sector to protect you. There is no necessity to run a full tender as we have already done the hard work for you.

EASY TO USE

Our ready-made frameworks are convenient and simple for all customers to access. We help make the end-to-end procurement process as easy as possible to ensure everyone gets their desired outcome.

HOW TO USE THE FRAMEWORK

SECTION FOUR – **HOW TO USE THE FRAMEWORK**

Call-Off Contract Award

Call-off contracts may be awarded using one of three methodsoutlined below:

1. Direct award (Award Without Competitive Selection)
2. Rapid Request for Quote (RFQ)
3. Further Competition

- The ultimate responsibility for selecting the most appropriate and compliant route for a specific requirement rests with the customer. The onus will be on the customer to carry out their own due diligence before selecting which method to use. The customer will determine the requirement, specification and award, based on the most advantageous tender (MAT).

Direct Award (award without a competitive selection):

This framework permits direct award, defined under the Procurement Act 2023 as awarding a call-off contract without conducting a new competitive selection procedure. A direct award may only be used where the customer can identify the Most Advantageous Tender (MAT) using only the information and scores submitted at framework award, without requesting any new pricing, clarification, or qualitative information from suppliers.

Permitted Direct Award Methods

Customers may use any of the following objective, pre-published direct award methods. The customer must choose one method before reviewing supplier capability for their requirement.

1. **Overall Framework Ranking by Lot (Quality + Price Combined Score):** The customer awards the call-off contract to the supplier ranked highest overall at framework award. If the highest-ranked supplier cannot meet the requirement, the customer must document the reason and move sequentially to the next ranked supplier. We anticipate this to be the default direct award method.
2. **Highest Total Quality Score by Lot:** The customer may award to the supplier that achieved the highest total quality score for each Lot during framework evaluation, where quality is the customer's primary consideration.
3. **Lowest Overall Price/Highest Commercial Advantage by Lot:** Award to the supplier offering the lowest evaluated (basket of goods) framework price as submitted in Annex H.

This method:

- must use the original evaluated Pricing Schedule
- must not use catalogue pricing or non-evaluated price lists
- must not request revised or updated pricing

If new pricing is required, this method is not suitable and Customers must choose another method.

BENEFITS AND KEY POINTS

SECTION FOUR – **HOW TO USE THE FRAMEWORK**

4. **Highest Score in a Specific Evaluation Question by Lot:** Award to the supplier with the highest score in a specific framework evaluation question that directly relates to the customer's requirement.

This method may only be used where:

- the question formed part of the Framework quality evaluation
- scoring was completed by the Contracting Authority

5. **Partial-Service Selection (Specific Services from the Pricing Schedule) by Lot:**

Where a customer requires only a subset of the services available under the framework, a direct award may be made using the original per-service prices (basket of goods) submitted at framework award.

A customer may compare only the relevant per-service prices and award to the supplier whose evaluated per-service prices represent the Most Advantageous Tender.

This method is only permitted where:

- All prices used are from the original evaluated pricing schedule
- No new or updated pricing is requested
- The comparison is applied consistently and objectively
- No new weighting or qualitative assessment is introduced

Catalogue pricing or non-evaluated price lists cannot be used to determine MAT.

Where new pricing or new information is required, the customer must conduct a competitive call-off selection process.

Requirements for Direct Award

Customers should retain an auditable record setting out:

- the direct award method selected;
- the objective rationale for that method;
- the comparison or ranking used;
- (if applicable) why a higher-ranked supplier could not meet the requirement.

Customers must not:

- request revised or updated pricing
- request new qualitative information
- introduce new award criteria

SECTION FOUR – **HOW TO USE THE FRAMEWORK**

Transition to competitive call-off selection process

If the customer cannot objectively determine the MAT using only framework-award information (e.g., new pricing is required, new service models are proposed, or qualitative responses are needed), the customer must run a competitive call-off selection process.

Competitive Call Off Selection Process:

Rapid RFQ

This is a streamlined, competitive process that allows for Customer judgment on essential requirements, with price being the ultimate decider. It's perfect for when you have specific, non-negotiable needs.

How to run a Rapid RFQ:

- Optional EOI – This is where the customer sends out an EOI to all awarded framework suppliers for the Lot and only takes forward those who respond to the EOI.
- Define Pass/Fail Criteria: The customer defines their need by identifying a few essential, non-negotiable requirements. These are not for scoring; they are simple "Yes/No" gates.
  - Example: "We need a cloud engineer who 1) holds an active AWS Solutions Architect certification (Pass/Fail) and 2) can be on-site in Exeter within 48 hours (Pass/Fail)."
- **Issue Rapid RFQ:** The Customer sends this simple request to all capable Suppliers on the Framework, setting a short, fixed deadline (this is not a defined duration. Where Suppliers have provided a full price book the Customer may use this to price their RFQ.
- **Suppliers submit simple bids:** Suppliers respond with two things only:
  - Confirmation and evidence that they meet the Pass/Fail criteria.
  - Their price for the work. (unless customers are using the price book)
- **Customer applies judgment (compliantly):** The customer evaluates the responses. This is the judgment step. They assess the evidence and decide "Yes" or "No" for each supplier against the Pass/Fail criteria.
- **Award to the Most Advantageous Tender Compliant Supplier:** From the pool of Suppliers who passed all the essential checks, the Call-Off Contract is awarded to the one who submitted the **Most Advantageous Tender** as determined by the Customer.
- **Best For:** Requirements needing a specific, verifiable skill, where price is the deciding factor after that essential need is met.

Compatibility and Integration

Where compatibility or integration is important to a customer's requirement and cannot be assessed through one of the existing direct award methods, the customer may use the rapid request for quote route. Under that process, the customer can set proportionate, objective and non-discriminatory pass/fail requirements relating to matters such as:

- compatibility with its existing devices, software or network environment;
- integration with print-management, authentication or workflow systems;

BENEFITS AND KEY POINTS

SECTION FOUR – **HOW TO USE THE FRAMEWORK**

- migration and implementation requirements;
- maintaining service during transition;
- interoperability with retained equipment;
- security and technical standards; and
- whole-life implications of integration or replacement.

A customer may describe its existing estate, including the manufacturer and systems currently in use, where that information is necessary for suppliers to understand the requirement.

For example, the customer could require:

"The proposed solution must integrate with the customer's existing device estate, print-management environment, authentication arrangements and associated workflows. Suppliers must confirm how compatibility will be achieved, identify any migration or replacement requirements and specify all associated costs."

This approach allows the operational benefits and costs of compatibility, integration and transition to be considered through a transparent competitive process.

Further Competition (competitive selection process):

A Further Competition process is used where Customers carry out a competition for the award of a Call-Off Contract.

How to run a further competition:

- The customer must invite all suppliers on the framework who are deemed capable of delivering the particular requirement.
- The customer shall be responsible for formulating a specification/product brief containing full details of the goods/services required.
- The customer will send the specification/product brief to all suppliers quoting the framework reference number. A reasonable and proportionate time limit should be set for the submission of fully completed bid responses.
- Responses received must be unopened until the designated closing date and time for final submissions has passed. Responses received after the specified date and time should be rejected unopened.
- The submitted response shall be evaluated in accordance with the criteria stated in the original specification/ product brief. The headline criteria used must be the same as the headline criteria used for the original framework or part thereof, but the customer may change the weightings and add their own sub-criteria to apply.
- The bidders must be advised of the result in writing. Customers are not required to provide suppliers with an assessment summary however, they are encouraged to do so as a matter of best practice.
- A voluntary standstill period of no less than 8 working days beginning with the day on which the contract ward notice is published must be completed before entering into the call-off contract

Best For: Complex projects, high-value Call-Off Contracts, and any situation where the quality of the solution is a critical factor.

BENEFITS AND KEY POINTS

SECTION FOUR – **HOW TO USE THE FRAMEWORK**

Conditions of Participation

Under this Framework a further competition process provides for conditions of participation if the customer is satisfied that the conditions are a proportionate means of ensuring that suppliers party to the framework have

- the legal and financial capacity to perform the call-off contract, or
- the technical ability to perform the call-off contract.

In this section, a "condition of participation" means a condition that a supplier must satisfy in order to be awarded a public contract in accordance with the framework.

A condition may not

- require the submission of audited annual accounts, except from suppliers who are, or were, required to have the accounts audited in accordance with Part 16 of the Companies Act 2006 or an overseas equivalent;
- require insurance relating to the performance of the call-off contract to be in place before the award of the call-off contract.

A condition may relate to Suppliers' qualifications, experience or technical ability, but may not

- require suppliers to have been awarded a call-off contract under the framework or by a particular customer.
- break the rules on technical specifications in section 56, or
- require particular qualifications without allowing for their equivalents.

When considering whether a condition is proportionate a customer must have regard to the nature, complexity and cost of the call-off contract. A condition of participation may require the provision of evidence that is verifiable by a person other than the supplier. If a supplier does not satisfy a condition of participation, the customer may exclude the supplier from participating in, or progressing as part of, the competitive selection process (further competition).

A competitive selection process may provide for the assessment of proposals, but only by reference to one or more of the award criteria against which bids were assessed in awarding the framework. The award criteria used for this framework was:

Award Criteria Headings
Price
Quality
Social Value

The award criteria may be refined for example; additional sub-criteria may be included or the criteria explained further.

In any event the contracting authority and Procurement Services take no responsibility for the chosen contracting method of any individual customer.

Further Competition Template

A further competition template is available from Procurement Services, please contact us on:

pscustomerenquiries@csltd.org.uk

BENEFITS AND KEY POINTS

SECTION FOUR – **HOW TO USE THE FRAMEWORK**

In any event the Contracting Authority and Procurement Services take no responsibility for the chosen contracting method of any individual Customer.

1. Order Process

The following instructions outline how orders are to be placed under this framework.

Following Further Competition

Orders will be raised by the customers, either using a pre-printed form of award or their own order form following a further competition. Information on the order form will include:

- Customer's order number
- Framework reference number
- Reference number of the further competition
- Full details of their requirement including delivery information
- Name and full details of establishment to whom delivery is to be made (End User)
- Agreed call-off contract price

Direct Award (award without competitive selection)

The customer awarding under the route of award without further competition shall

- Develop a clear statement of requirements;
- Select terms and conditions as set out in Annex F Core Terms and Conditions;
- Apply the relevant criteria as set out in 9 - call-off contract award
- in order to establish which supplier provides the Most Advantageous Tender (MAT);
- On the basis set out above, award the call-off contract with the successful supplier by sending (including electronically) a signed form of direct award or the customers own order form, clearly stating
  - Customer's order number
  - Framework reference number
  - Full details of their requirement including delivery information
  - Name and full details of establishment to whom delivery is to be made (End User)
  - Agreed call-off contract price

All orders must be placed either via a procurement portal, e-mail, post or telephone. Suppliers are required to confirm receipt of orders, within twenty-four (24) hours. Any orders placed via telephone must be confirmed in writing (for the purpose of the framework 'in writing' will include e-mail).

Orders placed in any other way should not be accepted.

The contracting authority and customers accept responsibility for payment of their own orders only. The contracting authority accepts no responsibility for payment of any orders placed and processed by customers.

BENEFITS AND KEY POINTS

LENGTH OF AN INDIVIDUAL CONTRACT

In accordance with the 'Procurement Act 2023' individual contracts based on a framework are to be awarded before the end of the term of the framework itself. The duration of the individual contract does not need to coincide with the duration of the framework, but might, as appropriate, be shorter or longer. In particular, the customer is allowed to set the length of individual contracts based on a framework taking account of factors such as the time needed for their performance, where maintenance of equipment with an expected useful life of more than four (4) years is included or where extensive training of staff to perform the individual contract is needed.

The individual contract terms and conditions will apply and will remain in force after the expiry of the framework until such time all individual contracts expire or are terminated.

SECTION FIVE – **BENEFITS AND KEY POINTS**



All our frameworks are free to access.



This framework is fully compliant with the Procurement Act 2023.



Authorised participants can re-open competition within the framework, removing the need for a full tender exercise or lengthy supplier evaluation each time they have a Multi-Functional Device requirement, saving time and costs associated with procurement exercises.



Routes to market including award without competition and RFQ that ensure quick, easy and PA23 compliant procurements.



The terms and conditions are safe and designed to protect you.



Free and full support on using the framework through the Procurement Services team.



You are able to benefit from aggregated spend and lower pricing based on the value of the overall contract, even on low spend orders.



The framework will be managed and monitored by Procurement Services (acting for Kent County Council) on behalf of our customers and your views and requirements will be taken into account when reviewing and developing the contract.



Social value is an increasingly important way in which we look to support our customers and communities throughout the UK. Social value is now a 10% weighting within every single new framework, so we can be certain that we are awarding suppliers who are committed to contributing to communities.

AWARDED SUPPLIERS

SECTION SIX – AWARDED SUPPLIERS

The following suppliers have been appointed to this framework – Awarded Lots: 1 2 3

3

EBM OFFICE CENTRE LIMITED

To view supplier contact details VISIT HERE

1 3

INSIGHT SYSTEMS LTD

To view supplier contact details VISIT HERE

1 2

KYOCERA DOCUMENT SOLUTIONS LIMITED

To view supplier contact details VISIT HERE

1 2

RICOH UK LIMITED

To view supplier contact details VISIT HERE

1 2

SHARP BUSINESS UK PLC

To view supplier contact details VISIT HERE

1 2

SPECIALIST COMPUTER CENTRE (SCC) PLC

To view supplier contact details VISIT HERE

For more information on all suppliers visit here

CUSTOMER ACCESS AGREEMENT FORM

SECTION SIX – **AWARDED SUPPLIERS**

The following suppliers have been appointed to this framework – Awarded Lots: 1 2 3

2

DMS

THE DMS DIGITAL GROUP LIMITED

To view supplier contact details VISIT HERE

For more information on all suppliers visit here

CUSTOMER ACCESS AGREEMENT FORM

FRAMEWORK MULTI-FUNCTIONAL DEVICES AND DIGITAL SOLUTIONS	FRAMEWORK REF Y26009

TO BE COMPLETED BY THE CUSTOMER

- On completion of this agreement form, Procurement Services will make available to the customer all details and documents relating to this framework.
- The customer will be entitled, at any time during the term of this framework, to order products/services as detailed in the framework.
- The customer will have full responsibility and ownership for each individual contract they award under this framework.
- Procurement Services will retain overall responsibility for the management of the framework.

DECLARATION

I/we accept all responsibility for both accessing and using the framework in accordance with its associated terms and conditions and in accordance with the Procurement Act 2023.
I/we agree that Procurement Services (acting on behalf of Kent County Council) have no responsibility, or liability, relating to our use of the framework.
I/we authorise Procurement Services to receive management information from the contracted supplier regarding the usage of this framework. This information shall be used by Procurement Services for contract management/administration purposes.

Name of purchasing organisation	
Address	
Customer name	
Customer signature	
Job title	
Email	
Telephone	
Estimated value £	
Length of contract (if applicable)	
Route to market	Please choose
Supplier (if known)	
Product(s) or service(s) of interest	

Authorised by Procurement Services (on behalf of Kent County Council):

Name		Position	
Signature		Date	

PLEASE RETURN THE FORM TO pscustomerenquiries@csltd.org.uk
To submit this form online, please download to pdf first to complete.

SUBMIT

LET'S KEEP IN TOUCH!
Please tick if you are interested in receiving information on our other frameworks and services from across the Commercial Services Group. ☐

WHERE DID YOU HEAR ABOUT US?
Please choose

CONFIRMATION OF AWARD FORM

FRAMEWORK MULTI-FUNCTIONAL DEVICES AND DIGITAL SOLUTIONS	FRAMEWORK REF Y26009

TO BE COMPLETED BY THE CUSTOMER ONCE AN ORDER HAS BEEN PLACED WITH THE SUPPLIER.
This information shall be used by Procurement Services for contract management/administration purposes.
I confirm the details of the following award of contract under framework agreement reference Y26009.

Name of purchasing organisation	
Address	
Name (printed)	
Customer signature	
Date	
Job title	
Telephone	
Email address	
Description of items/service procured	
Awarded supplier	
Contract value £	
Start date End date	Extension options (12 months)
Date of award (or period of award if you are commissioning a service to be provided over a period of time)	
Savings achieved £	
Benefits you gained by using the framework	
Are you happy to be contacted by Procurement Services to discuss your experience of using the framework?	YES ☑ NO ☐

PLEASE RETURN THE FORM TO pscustomerenquiries@csltd.org.uk
To submit this form online, please download to pdf first to complete.

SUBMIT

APPENDIX C – GDPR



WE ARE COMMITTED TO PROTECTING YOUR PRIVACY.

We take your privacy seriously and will only use any personal information that we collect from you, or that you provide, relating to the products and services you have requested from us, or whereby you make an enquiry about our products or services.

As the contracting authority for framework Y26009 Multi-Functional Devices and Digital Solutions we have included a GDPR data protection legislation clause in the framework and individual contract terms and conditions.

However, we recommend that any framework users/member authorities should complete their own due diligence to ensure the suppliers they are purchasing from can provide 'sufficient guarantees' that the requirements of GDPR will be met and the rights of data subjects protected.

PRIVACY NOTICE

For more information on our Privacy Notice please go to the following link:
www.commercialservices.org.uk/privacy-policy/

To see the Privacy Notices of our trusted third party suppliers please visit their individual websites.

PROCUREMENT SERVICES FRAMEWORKS

Procurement Services offer fully Procurement Act 2023 compliant, simple-to-use frameworks. With full, free procurement support, ensuring you can operate with complete peace of mind. Further competition service provided by our procurement experts is available.

With over 20 years of experience we'll ensure you have everything you need and are able to make the best decisions for your organisation. Our free, impartial advice will save you time and money.

We look forward to working together.
Thanks for choosing Procurement Services as your trusted partner.

> We can support and guide you through your purchase, offering security and peace of mind.
>
> **Tarryn Kerr**
>
> Director of Procurement Services

WHY CHOOSE PROCUREMENT SERVICES?

- Market-leading frameworks
- Complete peace of mind
- Continued support for the life of your individual contract
- All frameworks are either PCR 2015 or PA 23 compliant and adhere to government
- Full tender process already completed
- All our suppliers are fully approved
- Complete public sector solutions

0808 281 9439

psframeworks@csltd.org.uk

www.procurementservices.co.uk