

ICT Framework

The provision of ICT Goods and Services

A Buyer's Guide

Our Ref: 2024/S 000-039511



Northamptonshire
Police



Northamptonshire
Police, Fire & Crime
Commissioner



Northamptonshire
Fire & Rescue Service



BlueLight
Commercial

Area of Business	Digital Data and Technology (DDaT)
Applicable Sectors	All Public Sector Organisations including but not limited to the; NHS, Police, Probation, Education, Fire and Rescue, Local and Central Government.
Framework Contact	Melanie Hopkinson Commercial Manager, Northamptonshire OPFCC CommercialBD@northants.police.uk
Framework Duration	48 Months – End Date 20 th July 2029
Call off Term	No Maximum Term
Find A Tender	(2024/S 000-039511)
Framework Overview	The Police, Fire and Crime Commissioner for Northamptonshire (Lead Contracting Body), in collaboration with BlueLight Commercial (BLC), has established a Framework Agreement for the Provision of ICT Goods and Services to include; Lot 1 - ICT Strategic Partner Lot 2 – Hardware & Associated Services Lot 3 – Software & Associated Services Lot 4 - Hardware, Software & Associated Services Lot 5 - ICT Professional Services Lot 6 - ICT Training Services Lot 7 - Financial Data & Intelligence Solutions Lot 8 - IT Recycling & Disposal Services Lot 9 - Enabling Services Systems Lot 10 - Digital Forensic Extraction & Examination Tools
Key Benefits	• Direct Award - the agreement gives freedom and flexibility for Contracting Authorities to Direct Award in Lots 2 to 10. For Lot 1, a Further Competition is required to award a Call-Off Contract. • Further Competition - in all Lots Contracting Authorities can run a Further Competition under the Framework in order to increase value for money. • Flexibility - no maximum Call Off Term. • A Range of Suppliers - to suit all requirements, from Regional SME Specialists to National Providers. • Due Diligence - completed during onboarding and throughout the Framework term, Call Off in the confidence that financial and compliance checks have been undertaken. • Blue Light Sector Specific Requirements - included in specific Terms and Conditions.

Summary

The ICT Framework is a collaboration between the Police, Fire and Crime Commissioner for Northamptonshire (Lead Contracting Body) and BlueLight Commercial (BLC). This Buyers Guide is an overview of the ICT Framework, intended to provide some general information, but it does not include all the details you need to use the Framework.

For the full specifications for each Lot (General and Lot specific), supplier contact details and pricing (including discounts), please complete the Customer Access Agreement and send the completed form to commercialbd@northants.police.uk

All other details required to use the Framework can be found on the Northants OPFCC website (www.northantspfcc.org.uk) or on the BlueLight Commercial website (www.bluelightcommercial.police.uk).

Information available on the Framework website page is as follows;

- This Buyers Guide
- Customer Access Agreement form
- Call Off Procedures including a Direct Award flow chart
- Permitted Contracting Authorities that can request to use the Framework
- All Terms and Conditions including Data Handling Schedules
- Call Off Contract Template

The Framework management team are available to help with how to access the Framework as well as an escalation point for any issues that may arise.

This is a Collaborative Framework with BlueLight Commercial (BLC) and if any users would like to speak with BLC directly about the Framework please contact:

Amy McTear (Commercial Lead, ICT Category) amy.mctear@bluelight.police.uk

Otherwise, please direct all enquiries through commercialbd@northants.police.uk

Subcontractors

Some suppliers use Subcontractors as part of their provision on the Framework; these are not listed. Please email us on the above address to request up to date information.

Helpful tips

The suppliers on the Framework have provided specific contact details for Framework enquiries. If using an e-procurement system, it would be helpful to email the contacts in the relevant Lot list to notify them of the opportunity. Regular checks are carried out to ensure our supplier contact details are up to date, this is especially important for SME's.

Whilst not a mandatory requirement, we would encourage contracting authorities to provide early notification of planned framework procurements to enable suppliers to prepare and align their resources to offer you the best possible support.

Lot Summaries

Lot 1 ICT Strategic Partner	
This Lot requires a Further Competition. The supplier will be able to develop a relationship and understanding of a Contracting Authority's business providing strategic digital guidance and market insights whilst aligning to the Contracting Authority's digital roadmap and strategy. All suppliers on this Lot will be able to provide strategic digital advice and guidance. In addition, some will be able to provide purchasing and transaction activity. At Call Off, Contracting Authorities shall further define the parameters of the Strategic Partner arrangement detailing within their specifications what activities are in and out of scope of their Strategic Partner requirements. The general requirements section of the Framework applies to all Lots and must be read in conjunction with the Lot specific specifications.	
Suppliers Accenture (UK) Limited Baringa Partners LLP Bearing Point Limited CDW Limited Deloitte LLP Softcat Plc Specialist Computer Centres Plc	Further Competition Only See Call Off procedures for details of how to award.
Lot 2 Hardware and Associated Services	
This Lot is for various types of hardware to include but not limited to End user devices, Infrastructure, Printer & scanners. Associated Services are offered under the Framework to include but not limited to: • Installation services, deployment management and modern device management • Support and maintenance services • Asset management services • Integration support, design services, configuration services and build and imaging services • Stock holding and free bonded storage • Product security management • Product management The general requirements section of the Framework applies to all Lots and must be read in conjunction with the Lot specific specifications.	
Suppliers Boxxe Limited Insight Direct (UK) Limited	Direct Award or Further Competition See Call Off procedures for details of how to award.

Phoenix Software Limited Softcat Plc Specialist Computer Centres Plc XMA Limited	
Lot 3 Software and Associated Services	
A full range of commoditised and commercial software from different vendors, to include, but not limited to Open-source licences, COTS licences, Software as a Service (SaaS), Operating systems, Middleware, Utilities and Information security software. Software Asset Management Services Software (including on premise or cloud delivery (IaaS, SaaS, PaaS) licence models) Associated Services are offered under the framework to include but not limited to Pre-sales services, Implementation support, Management of updates, user or other acceptance testing, Security management The general requirements section of the Framework applies to all Lots and must be read in conjunction with the Lot specific specifications.	
Suppliers Boxxe Limited Insight Direct (UK) Limited Phoenix Software Limited Softcat Plc Specialist Computer Centres Plc XMA Limited	Direct Award or Further Competition See Call Off procedures for details of how to award.
Lot 4 Hardware, Software and Associated Services	
Please refer to the specifications for Lot 2 and Lot 3 The general requirements section of the Framework applies to all Lots and must be read in conjunction with the Lot specific specifications.	
Suppliers Boxxe Limited Insight Direct (UK) Limited Phoenix Software Limited Softcat Plc Specialist Computer Centres Plc XMA Limited	Direct Award or Further Competition See Call Off procedures for details of how to award.
Lot 5 ICT Professional Services	

The Professional Services provision is broad and wide ranging. The requirements detailed in this specification provide a high-level overview of potential requirements, however, this is not exhaustive.

Some examples of services offered under the Framework include;
Forecasting, planning & strategy; Programme & Project management; Business case development; Operational modelling; Commissioning services; Risk & opportunity management; Transformation, Change & assurance; IT Health check services; Infrastructure review; Security review & provisioning; Product development.

It is not essential that Contractors can offer every service mentioned within the Lot 5 specification.

The general requirements section of the Framework applies to all Lots and must be read in conjunction with the Lot specific specifications.

Suppliers

Actica Consulting Limited
Apira Limited
CDW Limited
Evisa Solutions Limited T/A Malishaw
Interim & Executive
Issured Limited
Olive Jar Digital Limited
Parcio Limited
Satigo Limited
Softcat Plc
XMA Limited

Direct Award or Further Competition

See Call Off procedures for details of how to award.

Lot 6 ICT Training Services

The Training Services provision is broad and wide ranging. There are three subcategories for this Lot, Contractors can provide all or some of the subcategories:

- ICT
- Data protection
- Project management

Training offerings can be delivered virtually, via e-learning packages, face to face, in a classroom, or be workplace based or offer a hybrid delivery.

The general requirements section of the Framework applies to all Lots and must be read in conjunction with the Lot specific specifications.

Suppliers

Subcategory

ICT

The Knowledge Academy Limited

Data Protection

Direct Award or Further Competition

See Call Off procedures for details of how to award.

Gooding & Co T/A Data Privacy Advisory Service The Knowledge Academy Project Management The Knowledge Academy Limited	
Lot 7 Financial Data and Intelligence Solutions	
Financial Personal & Company checks to be carried out by Forces and other Public Sector Departments (Contracting Authorities); • This can be part of criminal investigations and wider intelligence gathering • Various checks as part of due diligence and other wider public interest activities There are two subcategories; a) Financial, Data and Associated Information Solutions b) Intelligence Analytical / Analysis Solutions The general requirements section of the Framework applies to all Lots and must be read in conjunction with the Lot specific specifications.	
Suppliers Subcategory Financial Data and Associated Info Solutions XMA Limited Intelligence Analytical / Analysis Solutions Chorus Intelligence Limited Insight Direct (UK) Limited i2 Group Limited XMA Limited	Direct Award or Further Competition See Call Off procedures for details of how to award.
Lot 8 IT Recycling and Disposal Services	
The following services are available with this Lot. This is a high-level overview of potential requirements. This list is not exhaustive: • IT product recycling services • IT hardware recycling, Data deletion, Data wiping & disposal services including secure disposal, Asset tracking & recording during the process, On site shredding, Secure collection, Asset audit reporting, Certified data erasure services, Shredding & degaussing, Product destroying • IT products, hardware resale & remarketing (where possible) • Identification of donation routes of erased devices • Recycling of devices to environmental standards The general requirements section of the Framework applies to all Lots and must be read in conjunction with the Lot specific specifications.	

Suppliers Asset Lifecycle Solutions Limited Astralis Technology Limited CDW Limited Softcat Plc Specialist Computer Centres Plc XMA Limited	Direct Award or Further Competition See Call Off procedures for details of how to award.
Lot 9 Enabling Services Systems	
Enabling Services Systems which can be available under the Framework include but are not limited to: HR; PDR; Financial; Payroll; Expenses; Inventory; Asset & Compliance Management; Planning & Duty Management; Recruitment; Procurement; Fleet Management; AP automation & ERP end to end Systems Associated Services are available under this Lot, included but not limited to; Implementation, Support & training, Service desk & product management, Installation & configuration. The general requirements section of the Framework applies to all Lots and must be read in conjunction with the Lot specific specifications.	
Suppliers Subcategory HR Systems Deloitte LLP Insight Direct (UK) Limited Softcat Plc PDR Systems Deloitte LLP Insight Direct (UK) Limited Softcat Plc Financial Systems Deloitte LLP Payroll Systems Deloitte LLP Insight Direct (UK) Limited Softcat Plc Expenses Systems Deloitte LLP Insight Direct (UK) Limited Softcat Plc Inventory Systems Deloitte LLP Asset & Compliance Management Systems	Direct Award or Further Competition See Call Off procedures for details of how to award.

Deloitte LLP Planning & Duty Management Systems Deloitte LLP Recruitment Systems Deloitte LLP Insight Direct (UK) Limited Oleo Limited Softcat Plc Procurement Systems Deloitte LLP Fleet Management Systems Deloitte LLP Insight Direct (UK) Limited ERP end to end Systems Deloitte LLP Softcat Plc AP Automation Systems Deloitte LLP Softcat Plc	
Lot 10 Digital Forensic Examination and Extraction Tools	
This Lot covers the provision of Evidence extraction and Evidence examination tools and, if required, associated services. These tools are intended for use in Digital Forensics teams as part of the investigation process. The Lot is split into two subcategories; • Evidence extraction tools; Evidence extraction solutions shall be used to extract data for investigative purposes. Evidence extraction solutions must be able to extract data from a wide variety of source products including but not limited to; phones, computers, laptops, hard drives, drones, CCTV • Evidence examination tools; Evidence examination tools and solutions shall be utilised to examine data sourced through extraction. This data could be in a variety of different formats The general requirements section of the Framework applies to all Lots and must be read in conjunction with the Lot specific specifications.	
Suppliers Subcategory Evidence Extraction CCL Forensics Limited CDW Limited Insight Direct (UK) Limited Micro Systemation Limited (MSAB) Softcat Plc Evidence Examination CCL Forensics Limited CDW Limited	Direct Award or Further Competition See Call Off procedures for details of how to award.

Deloitte LLP Insight Direct (UK) Limited Micro Systemation Limited (MSAB) Softcat Plc	

Terms and Conditions

All of the Terms and Conditions listed below are on the Northants OPFCC website (except for the Contractor EULA)

As there are various Lots and Services, there are different terms available under each Lot.

There are also some Special Terms available to use that are not listed under any specific Lot.

It is for the Contracting Authority to choose the appropriate terms to use depending on what is being Called Off.

Lot	Description	Call Off Contract Terms & Conditions
LOT 1	ICT Strategic Partner	Service contract Goods & Services contract
LOT 2	Hardware & Associated Services	Goods contract Goods & Services contract
LOT 3	Software & Associated Services	Software Licence & Support contract Software Licence Software Support SaaS contract Contractor EULA
LOT 4	Hardware, Software & Associated Services	Goods & Services contract Software Licence & Support Contractor EULA
LOT 5	ICT Professional Services	Service contract
LOT 6	ICT Training Services	Service contract
LOT 7	Financial, Data & Intelligence Tools	Goods & Services contract Service contract Software Licence & Support contract Software Licence Software Support SaaS contract Contractor EULA
LOT 8	IT Recycling & Disposal Services	Service contract

LOT 9	Enabling Services Systems	Software Licence & Support contract Software Licence Software Support SaaS contract Contractor EULA
LOT 10	Digital Forensic Extraction & Examination Tools	Goods & Services contract Service contract Software Licence & Support contract Software Licence Software Support SaaS contract Contractor EULA

Data Handling Schedules

There are two sets of terms available for each category listed. There is a set for Police Forces and then another set applicable to other Public Bodies. The Contracting Authority will need to choose the applicable set and the relevant category. Category descriptions are shown below and on each document.

Category 1

Supplier processes and stores personal and Customer or Police data outside the Customer systems and premises.

Category 2

Supplier processes and stores Customer or Police data (excluding personal data) outside Customer systems

Category 3

Supplier has access to personal data and Customer or Police data within Customer systems

Category 4

Suppliers who supply the Customer / Police with goods or services or have access to Official Customer / Police data (excluding personal data)