



The UK's leading software,
security and cloud specialists

PUBLIC SECTOR FRAMEWORKS GUIDE FOR CUSTOMERS

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INTRODUCTION

Bytes Software Services Ltd is a specialist IT and services provider, experts in delivery of software and hardware solutions from all major vendors. We have been operating since 1982 and in our last financial year we achieved a turnover of over £600m.

In the last 3 years, we have sold almost £1.5 billion worth of IT products and associated services from over 2,000 vendors to nearly 5,000 different clients. We have a significant focus on the UK Public Sector and this comprises almost half of our business. We assist a wide range of Public Sector organisations including NHS, Central Government, Local Government, Education, Emergency Services and Defence.

Bytes has grown to be a significant reseller in the IT marketplace. At present we have 439 staff members operating from our Head Office in Leatherhead, as well as at our regional offices in York, Manchester, Watford and Reading. With over 199 qualified customer account managers, Bytes have the resources and proven skills to service customers through a variety of well known Public Sector framework agreements.

Bytes is known as a financially stable organisation enjoying growth, and as an excellent and ethical employer. All key staff have been with us for a significant time and therefore experienced in meeting the demands of our customers. Our staff turnover is very low and despite the pandemic, we are constantly recruiting, reassuring our customers that we have the resources and skills to deliver.

If you are looking to use a framework for your procurement activities, and also want to use Bytes, this guide describes the various frameworks we are part of. It will help you select the most appropriate framework to use depending on your requirements and how you wish to run your procurement.

Some frameworks allow the use of 'Direct Award'. This is where a you can place an order with us through the framework without going through a tender exercise. There are several advantages of this:

- Quick and simple procurement.
- No lengthy tender response to evaluate.
- Orders are still placed under the framework terms.
- Customer can immediately select their preferred reseller.

If you require further guidance then we are more than happy to discuss what products and services you wish to purchase and which frameworks would be most suitable.

SUMMARY OF FRAMEWORKS

Please see the table below for a summary of the frameworks Bytes are currently on. Further information on all of these frameworks is found in further pages in this document.

Refer to the key below to assist in finding out what types of products and services can be sold through each framework. Do read the individual framework pages in this document for more information on the actual scope.

Key:

- - These products services can be sold with no pre-requisites
- - These products can only be sold as part of a software based solution
- - These products can only be sold as part of a hardware based solution
- - Only Cloud based software and services permitted

Framework Name	Direct Award	Software	Hardware	Services	Cloud
CCS Technology Products and Services - RM6068. Lot 3 Software		●		●	●
CCS Technology Services 2 - RM3804	✓			●	●
CCS Technology Services 3 – RM6100	✓			●	●
KCS Software Products and Associated Services - Y20011	✓	●	●	●	●
KCS Hardware Products and Associated Services – Y21028	✓	●	●	●	●
CCS G-Cloud 12 - RM1557.12	✓	●		●	●
LPP IM&T Framework – LPP/2019/006. Lot 4.1 : General IT Software	✓	●	●	●	●
LPP IM&T Framework – LPP/2019/006. Lot 4.9 : SAM	✓	●	●	●	●
SUPC Software. ITS4042 SU. Lot 1 Microsoft		●			●
SUPC Software. ITS4042 SU. Lot 2a Adobe ETLA		●			●
SUPC Software. ITS4042 SU. Lot 2b Adobe VIP/CLP		●			●
NHS SBS Link 3 IT Hardware – Lot 3, Mobile Devices	✓	●	●	●	●
NHS SBS Link 3 IT Hardware – Lot 4, Printers	✓	●	●	●	●
NHS SBS Link 3 IT Hardware – Lot 6, One Stop Shop	✓	●	●	●	●
CCS Digital Outcomes and Specialists 5				●	●
CCS Technology Online Purchasing Catalogue. RM6147	✓	●	●		



Software



Cloud



Services



CCS TECHNOLOGY PRODUCTS AND SERVICES

Crown Commercial Services are the largest public procurement organisation in the UK. It has set up numerous framework agreements covering almost all common goods and services required by UK Public Sector organisations.

The Technology Products and Services Framework is one of the most well known and used technology framework currently available, allowing organisations to buy almost any type of IT related product

Quick Facts

Framework ID : RM6068

Contract Duration : 10/12/2019 to 09/12/2023

Bytes are on Lot 3 – Software and Associated Services

Eligible Buyers

All UK Public Sector Organisations and their associated bodies and agencies can use this framework. This includes education organisations as well as voluntary sector and charities.

Product Scope

With Bytes, all commercially available 'off the shelf' software products can be procured. This also includes any associated software related services.

Call off Process

To undertake a procurement using this framework, buyers are required to undertake a further competition where all framework suppliers can have the opportunity to bid. There are 2 options for the further competition:

- Option 1 : Run a further competition where a combination of price and quality is scored
- Option 2 : Run a simplified further competition where only price is scored

Online Resources

Full details of the framework including buyers guidance, framework terms, competition templates and CCS contact information can be found on the Crown Commercial Service web site here:

<https://www.crowncommercial.gov.uk/agreements/RM6068>

CCS TECHNOLOGY SERVICES 2

Crown Commercial Services are the largest public procurement organisation in the UK. It has set up numerous framework agreements covering almost all common goods and services required by UK Public Sector organisations.

The Technology Services 2 Framework provides buyers with a route to purchase a wide range of technology related services.

Quick Facts

Framework ID : RM3804

Contract Duration : 06/09/2017 to 05/09/2021

Bytes are on the following Lots:

- Lot 1** : Technology Strategy & Services Design.
- Lot 2** : Transition and Transformation.
- Lot 3a** : End User Services.
- Lot 3b** : Operational Management Services.
- Lot 3c** : Technical Management.
- Lot 3d** : Application and Data Management.
- Lot 4a** : Programmes and Large Projects – Official security level and below.

Eligible Buyers

All UK Public Sector Organisations and their associated bodies and agencies can use this framework. This includes education organisations as well as voluntary sector and charities.

Product Scope

This agreement provides technology services from strategy and service design through transition to operational running of an IT estate, including:

- provision and management of IT service desk
- end user device support
- network support
- asset disposal and application maintenance
- infrastructure support

No actual product can be purchased under this framework. If you need to purchase products as well as services then the CCS Technology Products and Services Framework may be more appropriate.



Call off Process

To undertake a procurement using this framework, buyers can either directly award a requirement to the supplier or undertake a further competition where all framework suppliers can have the opportunity to bid. For direct award, the customer may request we upload our service description to a CCS procurement catalogue. In this case let the tenders team know as soon as possible since it may take a few days to gather the information and perform the upload.

Online Resources

Full details of the framework including buyers guidance, framework terms, competition templates and CCS contact information can be found on the Crown Commercial Service web site here:

<https://www.crowncommercial.gov.uk/agreements/RM3804>

CCS TECHNOLOGY SERVICES 3

Crown Commercial Services are the largest public procurement organisation in the UK. It has set up numerous framework agreements covering almost all common goods and services required by UK Public Sector organisations.

The Technology Services 3 Framework provides buyers with a route to purchase a wide range of technology related services.

Quick Facts

Framework ID : RM6100

Contract Duration : 15/06/2021 to 14/06/2025

Bytes are on the following Lots:

Lot 1 : Technology Strategy & Services Design.

Lot 2 : Transition and Transformation.

Note...We are NOT on the following Lots:

Lot 3a : End User Services.

Lot 3b : Operational Management Services.

Lot 3c : Technical Management.

Lot 3d : Application and Data Management.

Lot 4a : Programmes and Large Projects – Official security level and below.

Eligible Buyers

All UK Public Sector Organisations and their associated bodies and agencies can use this framework. This includes education organisations as well as voluntary sector and charities.

Product Scope

This agreement provides technology services from strategy and service design through to transition and Transformation

No actual product can be purchased under this framework. If you need to purchase products as well as services then the CCS Technology Products and Services Framework may be more appropriate.



Direct Award

Call off Process

To undertake a procurement using this framework, buyers can either directly award a requirement to the supplier or undertake a further competition where all framework suppliers can have the opportunity to bid. For direct award, the customer may request we upload our service description to a CCS procurement catalogue. In this case let the tenders team know as soon as possible since it may take a few days to gather the information and perform the upload.

Online Resources

Full details of the framework including buyers guidance, framework terms, competition templates and CCS contact information can be found on the Crown Commercial Service web site here:

<https://www.crowncommercial.gov.uk/agreements/RM6100>



Software



Cloud



Services

KCS SOFTWARE PRODUCTS AND ASSOCIATED SERVICES

Kent Commercial Services are wholly owned by Kent County Council and are one of the largest public sector trading organisations in Europe. They provide a wide range of OJEU compliant frameworks available for use by all UK public sector organisations.

The KCS National Software and Associated Services framework allows buyers to purchase the complete range of 'off the shelf' IT software products, licensing and associated services.

Quick Facts

Framework ID : Y20011

Contract Duration : 06/03/2020 to 05/03/2024

Eligible Buyers

All UK Public Sector Organisations and their associated bodies and agencies can use this framework. This includes education organisations as well as voluntary sector and charities.

Product Scope

Any 'off the shelf' software, licensing agreements, associated services, as well as cloud software and services. Hardware can also be purchased through this framework when associated with a software requirement.



Direct
Award

Call off Process

To undertake a procurement using this framework, buyers can either directly award a requirement to the supplier or undertake a further competition where other framework suppliers can have the opportunity to bid.

Online Resources

Full details of the framework including buyers guidance, framework terms, KCS contact information can be found on the KCS web site here: <https://www.kcs4ps.co.uk/software>

There is also a User Guide for the framework available here :

https://www.kcs4ps.co.uk/sites/default/files/downloads/KCS_Software_User_Guide.pdf

KCS HARDWARE PRODUCTS AND ASSOCIATED SERVICES

Kent Commercial Services are wholly owned by Kent County Council and are one of the largest public sector trading organisations in Europe. They provide a wide range of OJEU compliant frameworks available for use by all UK public sector organisations.

The KCS National Software and Associated Services framework allows buyers to purchase the complete range of 'off the shelf' IT software products, licensing and associated services.

Quick Facts

Framework ID : Y21028

Contract Duration : 01/07/2021 to 30/06/2025

Eligible Buyers

All UK Public Sector Organisations and their associated bodies and agencies can use this framework. This includes education organisations as well as voluntary sector and charities.

Product Scope

Any IT hardware, peripherals and accessory products. Software and services associated with the hardware requirement can also be provided.


Direct
Award

Call off Process

To undertake a procurement using this framework, buyers can either directly award a requirement to the supplier or undertake a further competition where other framework suppliers can have the opportunity to bid.

Online Resources

Full details of the framework including buyers guidance, framework terms, KCS contact information can be found on the KCS web site here: <https://www.kcs4ps.co.uk/it-hardware>

There is also a User Guide for the framework available here :

https://down.kcs.co.uk/resource/downloads/ps/KCS_PS_IT_Hardware_User_Guide.pdf

CCS G-CLOUD 12

Crown Commercial Services are the largest public procurement organisation in the UK. It has set up numerous framework agreements covering almost all common goods and services required by UK Public Sector organisations.

The G-Cloud 12 Framework provides buyers with a route to purchase a wide range of Cloud products and services that are listed on the Digital Marketplace.

Quick Facts

Framework ID : RM1557.12

Contract Duration : 28/09/2020 to 27/09/2021

Bytes are on the following Lots:

Lot 1 : Cloud Hosting

Lot 2 : Cloud Software.

Lot 3 : Cloud Support.

Eligible Buyers

All UK Public Sector Organisations and their associated bodies and agencies can use this framework. This includes education organisations as well as voluntary sector and charities.

Product Scope

G-Cloud frameworks allow for the procurement of cloud based hosting, software and services only. No on-premise products are permitted.

The products allowed to be procured under the G-Cloud must be listed on the Digital Marketplace and only those products and services listed can be acquired using the G-Cloud 12 framework. The list of products and services Bytes provide can be found [here](#).

Call off Process



Procurements through G-Cloud are via Direct Award. Buyers can search for services on the digital marketplace and select those that are appropriate to their needs. Once products are selected, they can then enter into further discussion with the relevant suppliers.

Online Resources

Full details of the framework including buyers guidance, framework terms, competition templates and CCS contact information can be found on the Crown Commercial Service web site here:

<https://www.crowncommercial.gov.uk/agreements/RM1557.12>

The digital marketplace can be accessed at <https://www.digitalmarketplace.service.gov.uk/>

Bytes services on GCloud can be found here :

<https://www.digitalmarketplace.service.gov.uk/g-cloud/search?q=bsscloud>

LPP IM&T FRAMEWORK

NHS London Procurement Partnership (NHS LPP) is one of four national procurement hubs serving the health community in London and surrounding areas. Their members extend across the acute, community and mental health sectors, as well as primary care and clinical commissioning.

The Information management and Technology (IM&T) facilitates the supply of non-clinical IM&T needs for NHS Providers and other public Sector bodies.

Quick Facts

Framework ID : DN412674

Contract Duration : 17/02/2020 to 16/02/2021

Bytes are on the following Lots:

Lot 4.1 : General IT Software

Lot 4.9 : Software Asset Management

Eligible Buyers

Although focused on NHS Organisations across the UK, all UK Public Sector Organisations and their associated bodies and agencies can use this framework. This includes education organisations as well as voluntary sector and charities.

Product Scope

Any 'off the shelf' software, licensing agreements, associated services, as well as cloud software and services. Hardware can also be purchased through this framework when associated with a software requirement.

Call off Process



To undertake a procurement using this framework, buyers can either directly award a requirement to the supplier or undertake a further competition where other framework suppliers can have the opportunity to bid.

For direct awards, these can be awarded if the requirements are for a software license or agreement renewals, or where we have registered the pricing with the LPP.

Online Resources

Further details of the framework can be found on the London Procurement Partnership web site here:
[https://www.lpp.nhs.uk/categories/clinical-digital-solutions/information-management-technology-\(imt\)/](https://www.lpp.nhs.uk/categories/clinical-digital-solutions/information-management-technology-(imt)/)

SUPC SOFTWARE LICENSE RESELLERS AGREEMENT

The Southern Universities Purchasing Consortium is the largest purchasing organisation in the UK for all types of Education establishments, from Schools through to Universities.

Quick Facts

Framework ID : ITS4043 SU

Contract Duration : 22/02/2021 to 21/02/2024

Bytes are on the following Lots:

Lot 1 : Microsoft

Lot 2a : Adobe ETLA

Lot 2b : Adobe VIP/CLP

Eligible Buyers

The SUPC SLRA framework is solely for Educational Establishments in the UK, including Schools, Colleges, Universities and other education establishments. University Hospitals can also use this framework.

Product Scope

Bytes can provide the full range of licenses and agreements from Microsoft and Adobe only. Bytes are unable to provide products from any other vendors via this framework.

Call off Process

To undertake a procurement using this framework, buyers are required to undertake a further competition where all framework suppliers can have the opportunity to bid.

Online Resources

Further details of the framework can be found on the SUPC web site here:

<https://www.supc.ac.uk/frameworks/1169/>

NHS SBS LINK 3 : IT HARDWARE

Established by the Department of Health and Social Care (DHSC) in a unique partnership with digital experts Sopra Steria, they deliver modern corporate services to the NHS, which improve efficiency and quality, save time and money, and support world-class patient care. NHS SBS manage a number of frameworks, that while have an NHS focus, are accessible by any UK Public Sector organisation.

Quick Facts

Framework ID : SBS10044

Contract Duration : 01/03/2021 to 28/02/2023

Bytes are on the following Lots:

Lot 3 : Mobile Devices

Lot 4 : Printers

Lot 6 : One Stop Shop

Eligible Buyers

Although focused on NHS Organisations across the UK, all UK Public Sector Organisations and their associated bodies and agencies can use this framework. This includes education organisations as well as voluntary sector and charities.

Product Scope

Lot 3 – Mobile Devices

Tablets PCs, Slate devices, Mobile phones (including Smartphones, Smart watches) plus peripherals where purchased with a tablets/slate computer. Includes warranty and lease / 'Device as a Service' options.

Lot 5 – Printers / Scanners / Asset Scanners

Office and medical prescription printers, asset scanners, barcode scanners plus peripherals when purchased. Includes warranty and lease options.

Lot 6 – One Stop Shop

A selection of IT Hardware and Services including Desktops, Laptops, Tablets, Specialist Healthcare Related IT Hardware, Clinical Monitors, Medical Displays, Green sustainable IT Hardware, plus all peripherals such as Mice, Bluetooth Headsets, cabling, speakers, webcams etc. e.g Printers / Scanners / Asset Scanners, Deployment

Call off Process

To undertake a procurement using this framework, buyers can either direct award a contract or undertake a further competition with other framework suppliers on the Lot.



Direct Award

Online Resources

Further details of the framework can be found on the NHS SBS web site here: <https://www.sbs.nhs.uk/fas-digital-workplace-hardware>

CCS DIGITAL OUTCOMES AND SPECIALISTS (DOS) 5

Crown Commercial Services are the largest public procurement organisation in the UK. It has set up numerous framework agreements covering almost all common goods and services required by UK Public Sector organisations.

The Digital Outcomes and Specialists 5 (DOS5) Framework provides can be used by all public sector organisations to find suppliers who can design, build and provide bespoke digital services using an agile approach. It is used to provide personnel to achieve certain outcomes through the delivery of services.

Quick Facts

Framework ID : RM1043.7

Contract Duration : 20/01/2021 to 19/01/2022

Bytes are on the following Lots:

Lot 1 : Digital Outcomes

Lot 2 : Digital Specialists

Eligible Buyers

All UK Public Sector Organisations and their associated bodies and agencies can use this framework. This includes education organisations as well as voluntary sector and charities.

Product Scope

This framework accommodates the provision of many service types including security, service delivery, support and operations, data analysis etc. It also covers the provision of specialist personnel such as project managers, analysts, technical architects, cyber security specialists etc.

Call off Process

To undertake a procurement using this framework, buyers advertise their requirements on the Digital Marketplace here : <https://www.digitalmarketplace.service.gov.uk/digital-outcomes-and-specialists/opportunities>

Suppliers then apply for the opportunity online and buyers will subsequently shortlist these and invite those suppliers to a further competition (tender) process.

Online Resources

Further details of the framework can be found on the Crown Commercial Services web site here: <https://www.crowncommercial.gov.uk/agreements/RM1043.7>



Software



Hardware

CCS TECHNOLOGY ONLINE PURCHASING CONTENT

Crown Commercial Services are the largest public procurement organisation in the UK. It has set up numerous framework agreements covering almost all common goods and services required by UK Public Sector organisations.

The Technology Online Purchasing Content framework is an online store managed by Crown Commercial Services which can be accessed by any Public Sector buyer. It contains a wide range of thousands of products that have been uploaded by the framework resellers.

Quick Facts

Framework ID : RM6147

Contract Duration : 19/11/2021 to 18/11/2023

Eligible Buyers

All UK Public Sector Organisations and their associated bodies and agencies can use this framework. This includes education organisations as well as voluntary sector and charities.

All buyers will need to register with CCS directly to have access to and use the catalogue.

Product Scope

Any IT related hardware equipment, peripherals or software. Bytes main focus for the catalogue is for the supply of hardware products, peripherals and accessories. Products listed on the catalogue must be made available at the advertised price to any public sector buyer. Custom products aimed at a single buyer are not permitted.

Call off Process

Buyers access the catalogue online at <https://purchasingplatform.crowncommercial.gov.uk>

They search for and select the products they wish to purchase. The reseller with the cheapest price for that product is automatically selected to supply the goods. Buyers cannot search for resellers and are only made aware of the resellers for their goods at the time of check out. The resellers are selected on a product by product basis, so a buyers requirement may be split between several different resellers. When the buyer checks out, they have the option of completing the purchase where the catalogue sends a purchase order to the reseller, or sending an automatic notification to the resellers to provide an official quote.

All orders and quote requests for Bytes are sent through to hardware@bytes.co.uk and the hardware team will process the order. Sales through the catalogue will not contribute to any account managers commission. This is because : There is no account manager intervention; The buyer will not have selected Bytes because of any preference or tender process; Margins through the catalogue are minimal; There is a cost to Bytes for managing and maintaining the catalogue data feeds.

Online Resources

Full details of the catalogue framework including buyers guidance, framework terms and CCS contact information can be found on the Crown Commercial Service web site here:

<https://www.crowncommercial.gov.uk/agreements/RM6147>