



Buyers' Guide

Software and Hardware Managed Service

A guide for organisations on how to procure services using this framework.

Who can use this Framework?

This Framework Agreement is available for use by Contracting Authorities listed in Appendix 2 – Contracting Bodies, document available on the [Knowledge Hub](#).

How long can the contract/ framework be for?

The Software and Hardware Managed Service Contract is available for a period of 3 years, from 1st February 2021 to 31st January 2024. There is an option to extend the framework for a further 12 months.

The Framework is broken down into the following type of Call Off Contracts.

The Company Call off Contract

The Call Off Contract between Police Digital Services and Risual Ltd for the services which has been awarded and entered into at the same time as the Framework Agreement. The Company Call Off Contract is for 3 years from 1st February 2021 to 31st January 2024 with the option to extend for a further 24 months in 12-month periods (max 2 extensions).

A Customer Call off Contract

If a Customer wishes to receive any services, there will be a Call Off Contract between the Customer and Risual Ltd. Customer Call Off Contracts will terminate on the 31st January 2024 but can be extended in line with the Company's Call Off Contract.

Managing Agent Agreement

In relation to each Customer Call Off Contract, the Company will also provide services to the Customer (Managing Agent Services) and this will be governed by the separate Managing Agent Agreement between the Company and the Customer. The Managing Agent Agreement will be for the same period as the Call Off Contract between the Customer and Risual Ltd.

What is available through this Framework?

The Software and Hardware Managed Service Framework has been set out to provide end user IT services, including device management and related infrastructure to the Company and customers within the wider Policing organisations.

Risual Ltd were awarded the Framework to provide managed IT services to support Police Digital Services operations and that of the agencies that the Company also supports. The services provided by Risual Ltd include:

- Service Desk for IT provisions, Service Requests and incidents
- Equipment installs and relocations, including networking and end user compute equipment
- Onsite technical support where required
- Management of 3rd Party Contracts

Alongside the services that Risual Ltd will provide, the Company offers a managed agent service to Customers. Risual Ltd will remain responsible for providing and managing the Services to each Customer however the Company will offer the following additional services.

- Service Reviews on behalf of all Customers with Risual Ltd
- Escalation Point for Service Issues
- Management of the Call-Off Contract on behalf of the Customer

Benefits

The following table summarises key benefits available under this framework:

Benefit	Description
Direct Award Capability	Reduced timescales to onboard as the pre-qualification and competition has already been completed.
Value for Money	The Framework represents excellent value for money, with a discount structure in place as more users onboard.
Transparent commercial visibility	Commercial pricing and costs are available for scrutiny.
Contract Management	Defined Contract Management procedure which will be managed by PDS for all customers as part of the Managing Agent Agreement.
Service Levels	ITIL Certified management process with pre-agreed Service Levels and reporting structure, managed by PDS.

How to use the Framework

An overview of the required steps is detailed below:

Stage	Action	Process
Step 1	Need identified	Contact the Commercial Team via the email Commercial@pds.police.uk
Step 2	Engagement	Police Digital Services will engage with you to better understand your business need and explain how the framework can meet the requirement. If you decide to proceed using the Framework, we will discuss with you the options and levels of service that are available and provide access to the template documents and pricing schedules.
Step 3	Onboarding	PDS will discuss with you the process for onboarding and engage with Risual Ltd to agree the dates for transition.

Stage	Action	Process
Step 4	Call-off Contracts/Order Form	Call-off contracts will need to be signed between you and Risual Ltd for the overarching agreement. PDS must be notified of the completion of the Call-off Contract and Order Form.
Step 5	Managing Agent Agreement	A separate Managing Agent Agreement will be signed between you and Police Digital Services at the same time that the Call-off Contract is signed.

Supplier Management

Risual Ltd are the sole supplier on the framework, with PDS providing the management provision to customers.

Supplier	Contract Type
Risual Ltd	Call-off Contract
Police Digital Services	Managing Agent Agreement

Other information

Management Charge

This framework is available to access at no charge.

Police Digital Service Knowledge Hub

This Buyers Guide, FAQs on how to transact business and details of existing commercial deals available to UK policing can be accessed via the Company Knowledge Hub at <https://knowledgehub.group/group/software-and-hardware-managed-services/buyers-guide>. If you are not yet registered with the Knowledge Hub, you will need to complete the simple registration process first and ask to join the **Software and Hardware Managed Service** group.

Contacting Us

If you have any further questions regarding this opportunity, please contact our Helpdesk on Commercial@pds.police.uk

Public Procurement references

Set out below is reference and a link to the underlying procurement documentation.

OJEU Reference Number:	2020/S 187-452878
Framework Name:	Software and Hardware Managed Service Provision
Contract Award Notice:	2021/S 041-103843
Start Date:	1 st February 2021
End Date:	31 st January 2024
Value:	£2,000,000 to £6,000,000
Suppliers:	1
Primary CPV Code:	72000000
Company Number:	05431646