

Desktops and Notebooks (NDNA) (ITS5071 LU)

SUMMARY

Start date: 1st November, 2022

End date: 31st October, 2025

OJEU Number: 2022/S 015-036893

Lead Consortium: LUPC

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Website:
<https://www.hecontracts.co.uk/agreements/1041>

Note Sep and Nov23: A price review with the four contracted OEMs was undertaken to coincide with the transition from 12th to 13th generation Intel architecture across the majority of their product lines together with a request for updated *Electronics Watch Factory Disclosure Information (implemented 16/11/23). The scoring within the main NDNA Buyers Guide has been subsequently revised. We continue to recommend that mini-competitions are undertaken. * available from Contract Manager on request

Note 18/4/23: Dynabook removed from listed suppliers following the announced closure of their UK office from the end of April 2023. Support will continue to be provided - please see the document **Dynabook confirmation of ongoing support**

Note 26/3/23: Price changes have been agreed with both Lenovo and HP - please see the file "Lenovo 13 Apr and HP 1 May 2023 NDNA price changes" under the Pricing section.

Note 27/2/23: It is very sad to report that the Dynabook UK office will be closing from the end of April 2023 following an HQ decision over its present and future profitability in a difficult market. Further details can be found in the following [ChannelWeb.co.uk](https://channelweb.co.uk) [article](#) (external link). Please see the letter under 'Contracts' confirming ongoing support for Dynabook customers post-closure.

Further information in support of the agreement continues to be added including OEM and Reseller Partner Buyers Guide and Price Lists. Signed Terms and Conditions have been agreed and signed between LUPC and all parties (Lenovo, HP, Stone and Dell) as hosted under the 'Contracts' sub-section.

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 four manufacturers based on best overall value for money (in order of ranking): Stone, HP Inc. Limited (available through HP Direct, Stone, DTP and XMA), Lenovo Technology Ltd (available through Getech, CDW and Computacenter) and Dell Corporation Ltd.

Lot 2 awards have also been made to four manufacturers, again based on best overall value for money (in order of ranking): HP Inc. Limited (available through HP Direct, Stone, DTP and XMA), Dell and Lenovo Technology Ltd (available through Getech, CDW and Computacenter).

Five Lot 3 One-Stop Shop awards have been made based on best overall value for money (in order of ranking);

Stone - for the supply of Stone desktop and HP notebook devices

HP - for the supply of HP desktop and notebook devices (available through HP Direct, Stone, DTP and XMA)

Lenovo - for the supply of Lenovo desktop and notebook devices desktops (available through Getech, CDW and Computacenter) and;

Dell - for the supply of Dell desktop and notebook devices (direct)

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 agreement notices (award notice to follow) 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 either available on HEC or in line with the commencement of the agreement, will be added in due course as soon as available. 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.

SCOPE

The **National Desktop and Notebook Agreement (NDNA)** 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. Both Intel (via all) and AMD (via HP and Lenovo) processor architecture is supported. An AMD Information Pack zip file can be located in the Buyers Guide area below and includes:

- AMD Ryzen CPU Quick Reference Guide Vs Intel.
- Ryzen 5 including 3rd party benchmarks for equivalent Intel + Security and Performance information.
- [Performance Calculator](#) inc. sustainability goals and carbon footprint calculations.
- Ryzen AI Embedded CPUs for Client Devices guide.
- Organization Chart for AMD Account Management Team.

Equipment types by Lot:

Lot 1: Desktop and Workstation 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 and desktop Thin-Client end user units.

Lot 2: Notebook and Mobile Workstation PCs including traditional 'clamshell' notebook/laptop PCs, 'hybrid/'2-in-1'/convertible devices providing notebook and tablet multi-functionality, Tablet PC devices and mobile Thin-Client end user units.

Lot 3: Goods and Services as defined within Lots 1 and 2, procured by a Customer from a single route to market.

All Lots: Wired and wireless accessories and products associated with being part of the PC system including and not limited to mice, keyboards, headsets, displays, notebook batteries and AC adaptors, docking stations including charging trolleys, security devices and carry cases.

All services associated with the deployment of framework devices including and not limited to timed deliveries, bulk-packaged deliveries, the collection and environmental management of legacy devices, onsite installation, imaging, BIOS configuration and asset tagging through to full Device/PC-as-a-Service client management.

It is recognised that these Goods and Services may change and develop over the course of the Framework Agreement while remaining compliant with the original coding used in the contract notice.

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 repair 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 the 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
- Notebook batteries inclusive of 3-year battery warranty on a fair usage basis (minimum 500 charge cycles)

USING THE FRAMEWORK

Please refer to the Buyers Guide for full details.

SUPPLIERS

| Lot | Suppliers |
|---|--|
| Desktops - Lot 1 | CDW - Lenovo Reseller, Computacenter - Lenovo Reseller, DTP Ltd - HP Inc Reseller, Dell Corporation Ltd, Getech - Lenovo Reseller, HP Inc, Lenovo Technology (UK) Ltd, Stone - HP Inc Reseller, Stone Computers Ltd (T/A Stone Technologies Ltd), XMA - HP Inc Reseller, |
| NDNA One-Stop Shop - Lot 3 | CDW - Lenovo Reseller, Computacenter - Lenovo Reseller, DTP Ltd - HP Inc Reseller, Dell Corporation Ltd, Getech - Lenovo Reseller, HP Inc, Lenovo Technology (UK) Ltd, Stone - HP Inc Reseller, Stone Computers Ltd (T/A Stone Technologies Ltd), XMA - HP Inc Reseller, |
| Notebooks (Mobile Devices) - Lot 2 | CDW - Lenovo Reseller, Computacenter - Lenovo Reseller, DTP Ltd - HP Inc Reseller, Dell Corporation Ltd, Getech - Lenovo Reseller, HP Inc, Lenovo Technology (UK) Ltd, Stone - HP Inc Reseller, XMA - HP Inc Reseller, |

SUSTAINABILITY

Please refer to the Schedule B (Sustainability) within the Evaluation sheets hosted on HEC for full details.

NEXT STEPS

Please refer to the Buyers Guide for full details.