



ISO Document Revision History

Date	Revision	Distribution	Overview
03/03/2025	1.0	Final document response distributed.	Public Sector Framework Overview for external use.



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1 Foreword

SCC conducts over £340m of ICT business per annum through public sector frameworks with a wide range of authorities and with agreements of differing scope. We are aware of the importance of these arrangements to our Public Sector customers as well as our own business. SCC is a 'Top 5' VAR by revenue and trade with customers from across the Public Sector including:

- Central Government
- Defence
- Police
- Local Government
- Health
- Education

SCC holds a position on over 30 frameworks for the Public Sector, holding top revenue spots for many of these.

Our business processes are mapped/aligned to Framework transactions and ISO9001 certified for quality assurance. We have reporting and internal audit tools in place to ensure compliance and understand the importance of MI, savings recording and Customer Satisfaction measurement.

Commercial Team

We fully understand how these agreements work and will support Customers choosing the correct procurement route for them and then making sure that any potential Contract awarded is compliant with the terms, procurement laws and legislation.

Account Team and Customer Service

The Account Teams are in place to support our Customers by maximising the value delivered; helping to develop the scope of services delivered by SCC. SCC are committed to our customer relationships and were the first independent provider of services to appoint a Board Director to lead our dedicated Customer Relationship function. Our team work hard to understand how our customers' businesses work, to take the right approach for each individual business, creating a proactive partnership that values fairness and gives complete transparency.

SCC is truly independent, not affiliated to a specific hardware manufacturer or software vendor. This empowers SCC to follow a vendor neutral approach to solution design, and to service and support multi-vendor platforms from our own highly accredited national service network.



2 High Level Summary

Framework Authority	Framework Name	Reference	Services	Sector
Crown Commercial Services	Digital Outcomes (DOS) 6	RM1043.8	Outcome based Professional Services	All Public Sector
(CCS)	Technology Products & Associated Services 2 (TePAS 2)	RM6098	Hardware, Software and Associated Services	All Public Sector
	Network Services 3	RM6116	Network solutions, communication services and audio and video conferencing.	All Public Sector
	G-Cloud 14	RM1577.14	Cloud Services, AV, Professional Services, Cyber, ServiceNow, Xurrent, Software & Professional Services	All Public Sector
	Cloud Compute 2	RM6292	Cloud computing services. Includes Platform-as-a- Service (PaaS), Infrastructure-as- a-service (laaS) and other additional ancillary services.	All Public Sector
	Multifunctional Devices (MFDs), Print and Digital Workflow Software Services and Managed Print Service Provision	RM6174	Managed Print and Document Services	All Public Sector
	Big Data & Analytics	RM6195	This agreement is designed to support the creation of intelligent data and analytics functions across the UK public sector. SCC are on Commercial off-the-shelf (COTS) Software.	All Public Sector
	Spark DPS	RM6094	Buy emerging technology products and services, including Internet of Things (IoT), AI and automation,	All Public Sector



			simulated environments, wearables, and new improvements in security.	
	Artificial Intelligence DPS	RM6200	Discovery and consultancy services related to artificial intelligence (AI), implementation and support of AI systems, end-to-end partnerships, and AI technologies in health and social care	All Public Sector
	Technology Services 3	RM6100	Technology Strategy and design with support services.	All Public Sector
	Automation DPS	RM6173	Intelligent automation services and solutions, including automation technologies, services, consultancy and licences.	All Public Sector
	Audio Visual Technical Consultancy & Commissioning DPS	RM6225	Complex audio visual (AV) services. Plus support services for rooms that use a range of AV technology	All Public Sector
	Cyber Security Services 3 DPS	RM3764.3	Cyber resilience and security services	All Public Sector
HealthTrust Europe (HTE)	ICT Solutions (third iteration)	ComIT 3	Any product or service can be put through this framework	All Public Sector
NHS Shared Business Services (NHS SBS)	Technology Enabled Care Services 2		Healthcare monitoring solutions inc Population Health	Healthcare
	Digital Workplace Solutions		IT Solutions, Networking, Virtualisation and End User & Solutions Software	All Public Sector
	Tech Devices - Link 4		Tech Devices and associated services	All Public Sector



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KCS Procurement Services	Multi-Functional Devices & Digital Solutions	Y20031	Provision of MFD and Document Solutions as well as several other SCC services such as Cloud, AV, Professional Services etc via Lot 2.	All Public Sector
KCS Procurement Services	Software Products and Associated Services	Y23065	Full range of software (including open source software), essential hardware and associated services and support and maintenance for cloud based, on premise and hybrid software solutions.	All Public Sector
JISC	Network Equipment		Network services for small and large projects in Education.	Education Sector
SUPC	Servers, Storage, Solutions National Agreement	SSSNA (ITS4043 SU)	OEM led (HPe) for Server and Storage opportunities as well as a lot for reseller solutions where we can propose other solutions.	Education Sector
	Software Licence Resellers (SLRA)	ITS4042 SU	Software Licence Reseller Framework - we are on the following Lots: SLRA Lot 1 Microsoft & Associated Services; SLRA Lot 4 Other Software; SLRA Lot 5 Software Services	Education Sector
NEUPC	Networking – Supply and Services 2 ITS2008NE	HENSS2	Network Products and Services for Education.	Education Sector
EnFrame	ICT Procurement		Focussed on Multi Academy Trusts and Strategic Advice & Guidance as well as Support Services.	Education Sector



ESPO	Document Management Services	390_22	Document management solutions, including: scanning; storage and disposal of documents; the supply of software and consultancy services.	All Public Sector
Scottish Government	Digital Technology and Cyber Services DPS		The DPS supports several digital initiatives, specifically "Scotland's Digital Strategy" and provides access to a range of digital technology skills, including cyber expertise, as well as supporting the delivery of agile projects.	Scottish Public Sector
Scottish Government	Telephony and Communication Services DPS		Telephony and Communication services	Scottish Public Sector

3 Crown Commercial Services (CCS)

Agreement Name	Overview	Lots Awarded
RM6098 – Technology Products & Associated Services 2 (TePAS 2)	Technology Products and Associated Services 2 (TePAS 2) offers public sector customers a flexible and compliant way to source all their technology product and "close to box" service needs, from a single laptop to an entire corporate infrastructure. FURTHER COMPETITION DIRECT AWARD	Lot 1 - Hardware & Software & Associated Services Lot 2 - Hardware and Associated Services Lot 3 - Software and Associated Services Lot 4 - Information Assured Products & Associated Services Lot 5 - Health and Social Care Technology Lot 6 - Education Technology Lot 7 - Sustainability and Circular IT Lot 8 - Technology Catalogue
RM1577.13 - G-Cloud 14	Digital Marketplace based Cloud computing services covering hosting, software and cloud. Also includes other SCC service areas such as Collaboration, DevOps (Nimble), Professional Services, SCC Digital, Professional Services and Software. FURTHER COMPETITION DIRECT AWARD	Lot 1 – Cloud Hosting Lot 2 – Cloud Software Lot 3 – Cloud Support Lot 4 – Cloud Support (Further Competition)
RM6292 – Cloud Compute 2	Lot 2: Value-Added Ancillary Services Buy core cloud services or any number of ancillary ongoing services. Ancillary services can help you optimise your self sufficiency, security and economic management of the cloud.	Lot 2 – Value Added Ancillary Services Lot 3 – Professional Services

You can buy resold core services or value adding ancillary services separately or together in the same call off.

You can also add any professional services as an extra. This includes auditing, consultancy, training and customer or enterprise support. You must buy these services as part of the same call off as other services within this lot. They can not be bought independently.

Lot 3: Professional Services

Buy professional cloud services including:

- Cloud consultancy
- Adoption planning/support and user training for moving from existing on premise computing solutions to cloud
- Target operating model and cloud strategy development support services
- Auditing services
- Customer and enterprise support provided by cloud partners

DIRECT AWARD

FURTHER COMPETITION

RM6195 – Big Data & Analytics	DIRECT AWARD FURTHER COMPETITION Commercial Off-The-Shelf Software, Lot 2- allow buyers to	print strategy. Solutions will range from the basic supply, installation and maintenance of products including Software and/or Enhanced Services which will enable Contracting Authorities to optimise and automate document workflows and relevant business processes. Legacy and/or new solution. Customer specific solutions can continue to be managed and controlled using existing print output Device infrastructure, legacy Product Range and/or new Product Range supplied. SCC Managed Print and Document Services can deliver and support solutions across all leading OEMs. Organisations can use Lot 2 to satisfy requirements via a direct award process or further competition procedure.
	purchase Big Data and Analytics. DIRECT AWARD FURTHER COMPETITION	Lot 2 – COTS Software for Big Data & Analytics

RM6116 - Network Services 3

Network solutions, communication services, connectivity to cloud-based data and applications, audio and video conferencing.

DIRECT AWARD FURTHER COMPETITION

Lot 1a: Inter Site Connectivity (Wider Area Network) / Data Access Services

Access to connectivity services, enabling Site-to-Site or Site-to-cloud interconnectivity.

- terrestrial, fibre, wireless and satellite solutions, 5G, 6G
- data networking equipment
- software defined WAN, Secure Access Service Edge (SASE)
- internet service providers and internet services and gateways
- broadband routing and performance monitoring solutions
- e-mail and website services as part of ISP service
- professional services: design, build and deliver network connectivity solutions

Lot 2a: Intra Site Connectivity (Local Area Network) / Local Connectivity Services

Access to single site connectivity services, including but not limited to; local area networks (LAN) enabling interconnectivity.

 design, survey, build, management, support and maintenance services

- wired and/or wireless solutions
- local area network (LAN) equipment and/or cabling and/or storage area network (SAN) equipment
- LAN power solution and managed equipment room
- local infrastructure audit and/or testing services (such as asset management tools)

Lot 4b: Digital Communication Services (Unified Communications)

Access to digital communications services. Including but not limited to:

- IP telephony, unified communications, collaborative software application including audio and video conferencing and business enablement application software
- design, survey, build, management, support and maintenance services including transformation support for the replacement and upgrade from analogue to digital estates
- Internet Protocol (IP) telephony services with the ability to make and receive multimedia messaging over an IP based network service

•	consistent user interface for voice, video and
	data services allowing the full integration of
	these services within a single user device

 audio and video conferencing capability within the UC suite based on collaborative applications

Lot 4c: Contact Centre Solutions

Access to inbound and/or outbound contact centre management including automation and queuing to multiple answering points.

- design, survey, build, test and deployment delivery and management, plus support and maintenance services
- supply/support of equipment, commodity and managed services
- omnichannel customer experience platforms

RM6094 Spark Dynamic Purchasing System (DPS)	Emerging technology products including Internet of Things (IoT), Al and automation, simulated environments, wearables, and new improvements in security. FURTHER COMPETITION	SCC's role is to understand customer needs and expectations and bring to life these technologies, working closely with customers to understand the context of their organisations. SCC identifies what customers need rather than what they want. To uncover the underlying needs or problems they then look at innovative ways to solve those problems or meet those needs. SCC's Artificial Intelligence proposition is involved in many technologies, such as (and not limited to): Internet of Things (IoT), Machine Learning, Robotic Process Automation (RPA), Blockchain and Chatbots which spans across multiple verticals such as: Urban Digitisation, Healthcare, Retail, Security & Facilities Management. As this digital revolution unfolds, SCC is at the forefront of these technological developments helping organisations to enhance everyday objects through connecting, interacting, and exchanging data
RM6100 Technology Services 3	Information and Communication Technology (ICT) services, from strategy through to transition and operational deployment. DIRECT AWARD FURTHER COMPETITION	Lot 1 - Technology Strategy & Solutions Design Lot 2 - Transition and Transformation Lot 3 - Operational Services Lot 3a - End User Services Lot 3c - Technical Management Lot 3d - Application and Data Management
RM6200 Artificial Intelligence DPS	Discovery and consultancy services related to artificial intelligence (AI), implementation and support of AI systems, end-to-end partnerships, and AI technologies in health and social care FURTHER COMPETITION	The type of technology available using the development, implementation and support of AI services includes AI software applications, machine learning to help with data analytics, intelligent virtual assistants and intelligent personal assistants.
Digital Outcomes (DOS) 6 RM1043.8	Using teams or individuals to build and support the digital transformation of public services.	Single Lot Covering: Performance analysis and data Data analysis

Opportunities are posted on Digital Marketplace by Buyers for projects that require people or teams to deliver specific outcomes.

FURTHER COMPETITION

Data visualisation

Statistical modelling

Security

NCSC information assurance certification

Firewall audit

Incident response and forensics

Infrastructure review

IT health check

Risk management

Security policy

Threat modelling

Vulnerability and penetration testing

Service delivery

Agile coaching

Agile delivery

Business analysis

Digital communication and engagement

Programme management

Project management

Service management

Software development

Support and operations

Customer support

Firewall management

Hosting

Incident management

Monitoring

Network administration

Service desk

		Systems administration Tools Testing and auditing Application testing Data auditing Load and performance testing Software auditing System auditing
Automation Marketplace DPS RM6173	Intelligent automation services and solutions, including automation technologies, services, consultancy and licences. FURTHER COMPETITION	A Dynamic Purchasing System (DPS) that offers automation services and licences for use by the public sector, including their associated bodies and agencies. Automation services are needed to streamline processes and systems for public sector customers. The agreement offers the following services: • Strategy and business transformation • Problem solving with tech solutions • Resources and training • Software licences
Cyber Security Services 3 RM3764.3	A flexible commercial agreement that offers an extensive range of cyber security services to help improve organisational cyber resilience and security posture FURTHER COMPETITION	A dynamic purchasing system (DPS) is available to all UK central government departments, wider public sector organisations and charities. The services available fall under the following categories: NCSC assured services. consultancy and advice penetration testing incident response managed security services Data destruction

RM6225 - Audio Visual Technical Consultancy & Commissioning

Customers can use this agreement to:

- Design meeting spaces which will allow all colleagues to equally take part in the meeting (even if their attendance is virtual)
- Create collaboration zones and find out the best ways to integrate their AV technology
- Design acoustic and visual plans for conference rooms that will allow everyone to hear and see what they need to

This agreement can help you to achieve this by focusing on 'interoperability' services.

'Interoperability' means any computer system and software will work with your AV design. Anyone will be able to use the technology with no issue.

You can choose to use this agreement to create an end to end service for all your AV technology needs. From identifying your needs and creating a design of how your AV area will look and work, to installing your design.

You will also be able to add a support package which can include:

- Monitoring your AV area for problems
- Providing help with any future issues

N/A

Or you can pick any combination of services to better suit your complex needs.

Services available under this agreement include:

- Design consultancy
- AV integration
- Installation and warranty
- AV solution support

FURTHER COMPETITION

4 Other Frameworks

Agreement Name	Overview	Lots Awarded
HealthTrust Europe Information Communication Technology (ICT) Solutions (Third Iteration 2019) ComIT 3	As the name ComIT - Complete IT Solutions suggests, this framework is designed to offer the broadest scope of services and solutions under a single flexible arrangement. DIRECT AWARD FURTHER COMPETITION	Single Lot IT Hardware Enterprise Level Solutions IT Software Operating Software Enterprise Level Software Programs Applications Development Associated Products Services and Support
NHS SBS Digital Workplace Solutions	Single Lot Managed by NHS SBS, open to NHS members and associate members across Public Sector DIRECT AWARD FURTHER COMPETITION	 Full (One-Stop) IT Solutions including IT Infrastructure Servers and Storage Hardware • Networking Virtualization Other Services and End User & Solutions Software. Organisations can use this framework to satisfy requirements via a direct award process or a further competition procedure.

NHS SBS (In partnership with NOECPC)	Tech Devices (Desktop, Laptops, Mobile Devices, Peripherals) and Associated Services	Lot 1 – Tech Devices, Peripherals, and Associated Services (One Stop Shop)
Tech Devices – Link 4	DIRECT AWARD FURTHER COMPETITION	
NHS Shared Business Services (NHS SBS) Technology Enabled Care Services 2	The Technology Enabled Care Framework Agreement supports patient care via technology. SCC can offer patient care solutions to the NHS and Healthcare providers through our strategic partnerships.	LOT 1 - Remote Clinical Monitoring LOT 3 - Digital Alarms Solutions LOT 4 - Intelligent Activity Monitoring LOT 6 - One Stop Shop/ Combined Solutions
	DIRECT AWARD FURTHER COMPETITION	

JISC (Joint Information Systems Committee) Network Equipment	The scope of the agreement covers the supply and support of a broad range of wired and Wi-Fi network equipment including:	Lot 3 - Cisco Lot 5 - HPE/Aruba Lot 8 - Fortinet
Network Equipment	 Devices with firewall capabilities Low-end customer premises equipment (CPE) Mid-range enterprise and high-end, carrier-class type equipment supporting 100 Gigabit Ethernet and above. 	Customers may use Direct Award to place orders with SCC on Lot 5
	It also covers converged network adapters, interface modules, transceivers, access points, voice over internet protocol (VoIP) products and associated ancillary goods and services including software, cabling, and installation.	
	Support and Advice All post-sale support and maintenance services are fully covered under the agreement including software development.	
	DIRECT AWARD (Lot 5 Only) FURTHER COMPETITION	
SUPC SSSNA - Servers Storage Solutions National Agreement (ITS4043 SU)	This framework agreement can be accessed by Advance Procurement for Universities and Colleges (APUC), Higher Education Purchasing Consortium Wales (HEPCW), London Universities Purchasing Consortium (LUPC), North Western Universities Purchasing Consortium (NWUPC), North Eastern Universities Purchasing Consortium (NEUPC), Southern Universities Purchasing Consortium (SUPC).	Lot 1 - OEM Servers Only SCC are a nominated reseller for HPE. Supply of a range of enterprise servers and associated options. Scope includes maintenance renewals, management software and other software layers (where part of a hardware requirement).
	FURTHER COMPETITION	Lot 2 - OEM Storage Only

		SCC are a nominated reseller for HPE. Supply of a range of enterprise storage equipment including backup, maintenance renewals, management software and other storage related software (where part of a hardware requirement). Lot 3 - OEM Solutions (Converged and Hyper Converged) SCC are a nominated reseller for HPE. This Lot is to provide full end to end solutions such as converged infrastructure, and hyper-converged solutions. Lot 5 - Reseller Solutions SCC hold a position on Lot 5 where we can provide our reseller products and services directly to a Buyer through Further Competition.
SUPC Software Licence Resellers (SLRA) - ITS4042 SU	Software Licence reseller framework novated over to SCC following our acquisition of Civica Software. FURTHER COMPETITION	Lot 1 - Microsoft & Associated Services Lot 4 - Other Software Lot 5 - Software Services
NEUPC Networking – HE, - Supply and Services 2 (HENSS2) ITS2008NE	Network products and services within the Education Sector FURTHER COMPETITION	Lot 1 – Networking Equipment only Lot 2 – Routine / Low value Networking Projects Lot 3 – Core Networking Projects

Multi-Functional Devices and Digital Solutions - Y20031	Multi-Functional Devices & Digital Solutions Provision of MFD and Document Solutions as well as several other SCC services such as Cloud, AV, Professional Services etc via Lot 2. DIRECT AWARD FURTHER COMPETITION	Lot 1 - Leased and Purchased multi-Functional devices and digital solutions Lot 2 - Digital transformation and associated services
KCS	Indicative software requirements include, but are not limited to, the following application and system software categories:	Single Lot Framework
Software Products and Associated Services - Y23065	 Accounting systems Bespoke software solutions Commercial off the Shelf (COTS) software Enterprise Software and business applications such as Customer Relationship Management (CRM), Enterprise Resource Planning (ERP), data analysis, business intelligence, database tools, inventory systems Human Resources (HR) and payroll systems Microsoft products Operating systems Recovery and data back-up software School Information Management systems Security software such as adware and malware, antivirus, encryption, firewall Virtualisation Workflow management systems and software 	

	Associated services may extend beyond the scope of the goods/services purchased and may include, but not be limited to; • Asset management • Consultation services • End user support • Installation • Integration • Project management • Service desk • Training DIRECT AWARD FURTHER COMPETITION	
Enframe ICT Framework	A comprehensive and easy to use framework that enables Schools, Multi Academy Trusts (MATs) and other institutions to procure a wide range of ICT goods and services, with a strong focus on Net Zero and Social Value. FURTHER COMPETITION	Lot 1 – Strategic Partnering Services This lot enables you to procure an ICT Partner to provide all the elements included in a managed service* but where your ICT Partner also inputs into ongoing strategy and helps the Authority make ICT decisions. Lot 2 – Support Services Sub-lot 1: Support Services With this sub-lot, you can procure a supplier to provide technical support services such as incident and problem management through a central Helpdesk or service desk. This could be to provide first, second, or

		third line support to an organisation, or to provide support on a specialised product. Sub-lot 2: Managed Services With this sub-lot, you can procure a supplier to provide a managed services which involves providing reactive technical problem solving as above, but also includes maintenance and management of your public sector body's network and infrastructure, installing patches and upgrades, planning ICT rollouts and implementations, routine maintenance, monitoring and reporting. Managed Service Contracts usually run for 3 - 5 years and are paid for monthly or quarterly.
ESPO Document Services Framework (390_22)	Document management solutions, including scanning; storage and disposal of documents; the supply of software and consultancy services. DIRECT AWARD FURTHER COMPETITION	 SCC are on the following Lots: Lot 1 - Electronic Document Scanning and Software Lot 4 - Enhanced Handling and Security Requirements
Scottish Government Digital Technology and Cyber Services DPS	The DPS supports several digital initiatives, specifically "Scotland's Digital Strategy" and provides access to a range of digital technology skills, including cyber expertise, as well as supporting the delivery of agile projects. FURTHER COMPETITION	Lot 1 – Digital Technology Projects and Services Lot 2 – Digital Technology Resources Lot 4 – Cyber Security Services
Scottish Government Telephony and Communication Services DPS	This DPS is for the provision of telephony and communication services and is a multi-lot arrangement providing a full range of services across two lots. FURTHER COMPETITION	Lot 1 – Telephony and Communication Services

Notice:

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