



Crown
Commercial
Service

Digital Outcomes & Specialists 3 Supplier Induction Webinar

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1 & 2 November 2018

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What to expect from today

- An overview of Crown Commercial Service
- An overview of the Digital Outcomes and Specialists 3 (DOS3) Framework agreement and what it means for you as an appointed supplier
- An overview of the shortlisting and further competition process
- How we will work together and develop a relationship with you throughout the life of the framework

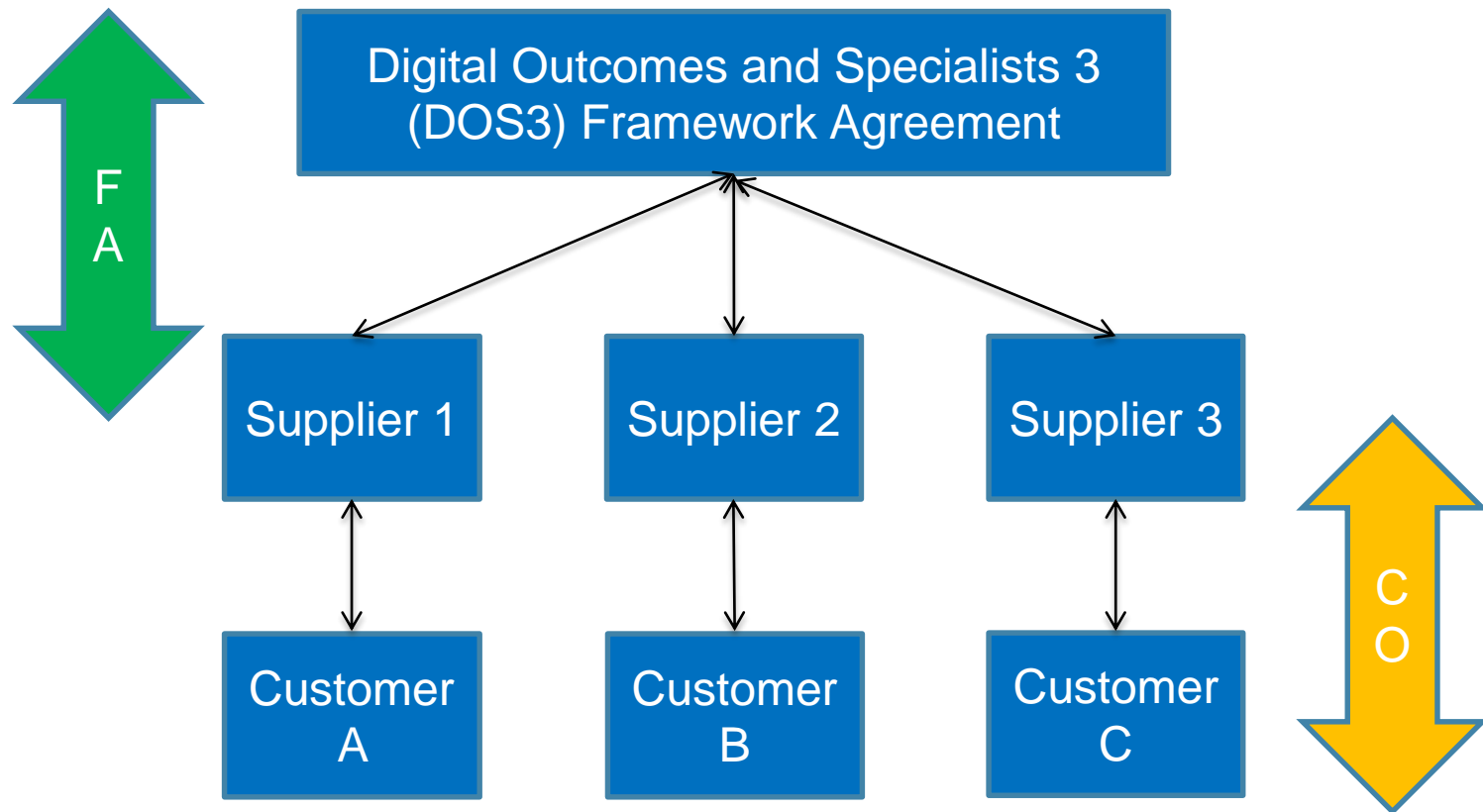


Crown Commercial Service Overview

- Play a key role in the delivery of the centralised procurement strategy, providing significant and sustainable savings for the taxpayer through centralised sourcing, category and data management.
- We work closely with senior stakeholders in Central Government Departments and across the public sector, implementing policy to deliver savings and drive efficiency.
- Last year the organisation transacted £12.4 billion of Central Government and Wider Public Sector spend (£6 billion & £6.4 billion respectively) via our centralised agreements and strategic alliances.
- Delivered commercial benefits totalling £725 million



What are the Framework & Call Off?





Digital Outcomes and Specialists 3 (DOS3) Framework Summary

- Open to public sector bodies within the UK
- Framework duration (months) 12 + 12 (+12 can be in whole or part)
- Estimated OJEU spend up to £1.2bn
- Framework reference RM1043.5
- DOS has four lots:
 - Digital Outcomes
 - Digital Specialists
 - User Research Studios
 - User Research Participants



General rules for Call Offs

- Customers can engage directly with suppliers (pre-market engagement/RFIs)
- Further Competition is the only route to buy services
- Suppliers can decline to bid under Further Competition
- If you are successful at shortlisting stage, we would expect you to bid
- Maximum Term
 - 2 years – can be extended by a maximum of six months (25%)
- You notify CCS of any contracts you sign via the MI template



Customer benefits

- Lean procurement route to market
- Compliance with EU procurement legislation
- Standard contracting terms
- Flexibility
- Standard Terms and Conditions
- Accurate management information
- Process savings - allowing departments to concentrate on core activities
- Procurements run through the Digital Marketplace



Benefits of being a Supplier

- Access to public sector market
- Lower cost of sales through reduced tendering
- Standardised competitions – no OJEU
- Joint marketing opportunities
- Digital Marketplace platform
- Standard contracting terms



The Market

- Central Government and Wider Public Sector customers
- Digital Transformation & Digital Services:
 - Public Sector undergoing extensive transformation
 - Services for the general public
 - Internal services
- CCS has engagement with the public sector
 - Digital Community of Practice
 - Workshops



Marketing

Communication Channels

- PR - launch coverage in a number of public sector publications
- Case Studies – to be developed
- Direct Mail including e-shot and postal campaigns
- Websites (NHS Digital and CCS)
- Twitter
- LinkedIn
- Literature (brochures)



Supplier Marketing

- Usage of the logo
- Press Releases
- Joint branded campaigns
- Support and additional promotion of events
- Development of case studies and testimonials
- Literature
- Cross sector sharing of knowledge and insight
- Supplier guidance - <https://www.gov.uk/guidance/current-crown-commercial-service-suppliers-what-you-need-to-know>

Sign Off Process

- Required for all communication and will need to go through CCS via cloud_digital@crownccommercial.gov.uk



Ordering Process – Shortlisting

- When a customer runs a further competition, the first stage is to shortlist.
- Shortlisting takes place on the Digital Marketplace
- All Shortlisting is transparent
- Supplier may decline to respond to Shortlisting.
- Customers publish the outline of their requirements, how they will shortlisting, and how they will conduct the further competition.
- They will specify how many suppliers will be shortlisted.



Ordering Process – Further Competition

- Shortlisted suppliers take part in a full further competition.
- Shortlisted suppliers are expected to submit tenders.
- Contract are awarded to the most economically advantageous tender ("MEAT"):
 - Technical merit and functional fit
 - Cultural fit
 - Price
- Customer may award the contract to the bidder who has the highest score



Supplier Relationship Management

- We are keen to develop effective and meaningful relationships with all appointed suppliers
- Crown Commercial Service has adopted a new, leaner approach to Supplier Relationship Management.
- Quarterly webinars for all suppliers.
- We are investigating other ways of engaging with you.



Supplier Relationship Management

- Communications are generally via the below:
 - Regular general communication and updates to all suppliers
 - Daily BAU comms
 - Supplier Review Meetings
- Agenda items for the supplier review meeting may cover KPIs, MI, opportunities, marketing, savings opportunities



Why do we need Management Information?

We need this information –

- To provide granular detail of Customer activity within the framework for Government monitoring purposes
- To provide information on where the Public Sector is spending it's money, on the type of products and services
- To demonstrate that the Public Sector is receiving the best price and value for money on its purchases.
- To ensure that Government Procurement Policy and framework obligations are being upheld



MI Collection

- Complete your MI monthly return template
- Ensure that all MI monthly return templates are completed accurately and correctly and are uploaded
- Ensure MI monthly return templates (including nil returns) are completed according to the framework contractual date - 7th day of the month (from January 2019)
- We will be running webinars on the MI Collection process to help your staff submit the returns accurately in the New Year.



MISO – the template

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Management Levy

- We are a Trading Fund – not funded from the tax payer directly, but via the levy
- Is 1% on all services via the framework
- Payable to CCS and is calculated by the monthly MI
- Invoiced from our finance team
- Further information:

<http://ccs.cabinetoffice.gov.uk/about-government-procurement-service/about-us>



Key Performance Indicators (KPIs)

- Monitoring and management of Supplier's overall performance
- The KPIs are in your framework Schedule 2 Part B.
- Poor performance may lead to a Supplier Improvement Plan.
- Reviewed at framework review meetings
- Customers may set out additional performance monitoring requirements.
Customers would need to specify these in their Further Competition documentation



Framework Variations

- Any Variations will be undertaken as per Framework Clause 9.2
- Only the Authority can raise Variations
- Suppliers may ask the Authority to raise a variation
- If Variation is not agreed the framework either continues as is or is terminated
- Widening your offering under lot 1 or lot 2 is not considered a variation



Digital Marketplace Overview

- The Digital Marketplace is used to launch opportunities under DOS 3
- The system is open to all customers
- Everything published on the Digital Marketplace is transparent
- Anybody can view opportunities that have been published
- Suppliers control their user accounts creating and adding users
- Registered suppliers can respond to shortlisting opportunities
- The further competition phase does not take part on the Digital Marketplace, but customers should publish the final opportunity.



Next Steps

- Provide feedback and highlight any issues – improvement comes through feedback
- Marketing – case studies, promotion, press releases etc.
- **Work together to ensure the framework will be a success**



Question & Answers



Annex – Contact Details



Framework Contact Details

Crown Commercial Service

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Digital Marketplace

enquiries@digitalmarketplace.service.gov.uk

DOS3 Framework Page

<https://ccs-agreements.cabinetoffice.gov.uk/contracts/rm10435>