

Digital Outcomes and Specialists (DOS3) Webinar


Thank you for joining.

Please keep your mics or phones on mute, to cut down on background noise. We may have to remove individual participants if there is ongoing, excessive disruption.

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If you have no headset you will need to select 'I Will Call In'.

Please ask any questions via the chat box, to the host. These will be answered at the end of the presentation.



DOS3: What can I buy and how can I buy it?



Crown
Commercial
Service

Agenda

- . What is the DOS framework?
- .
- . What can I buy?
- .
- . How do I buy? (Live Demo)
- .
- . Top tips
- .
- . Any questions?
- .
- . How can we help you?

Over the next 30 minutes or so our aim is to help you understand more about the DOS3 framework.

Our main objectives for the day...

- You have more confidence to use our framework compliantly
- You understand the buying process and the information that you have to provide to suppliers
- You are aware of top tips in using the DOS3 framework
- You know who and where we are and the support that can be provided.
- We can know some details about your future procurements (scale and value)

What is the DOS Framework?

- Digital Outcomes and Specialists 3 (DOS3) is a dynamic style framework with the specific aim of helping the public sector buy, design, build and deliver digital outcomes using an agile approach.
- The framework is based on the approach detailed in the [Government Service Design Manual](#) and complies with the [Digital Service Standard](#)
- 2953 suppliers have been awarded onto the framework across 4 lots
94% of these suppliers are SMEs

Third Iteration of the framework. Legacy Frameworks Digital Services 1 and 2.

The Digital Service Standard is a set of 18 criteria to help government create and run good digital services.

All public facing transactional services must meet this standard. It's used by departments and the Government Digital Service (GDS) to check whether a service is good enough for public use. GDS do this checking through the spend control process for buyers in central government.

For local government, MHCLG, GDS and a collection of local authorities and public sector bodies including CCS initiated the Local Digital Declaration which also adhere to the national Digital Service Standard (GDS will be publishing soon a local-friendly iteration).

What are some of the benefits?

- It offers bespoke services for your specification
- Our further competition process provides peace of mind that you have the best outcome
- We provide standard terms and conditions for the public sector
- You own the intellectual property rights and source code
- Our suppliers use an agile approach when designing your digital services

- The DOS3 framework is OJEU compliant. It offers bespoke services through suppliers with the right capabilities that can meet your requirements.
- Our further competition process enables you to get the best supplier which can provide you the best solution and outcome.
- The Call Off contract provides standard terms and conditions for public sector buyers.
- You own the intellectual property rights and source code so these can be shared and re-used with any other public sector buyers.
- Our suppliers are mostly small and medium size businesses that use an agile approach when designing your digital services.

DOS vs. G-Cloud

DOS

- Bespoke services
- Further competition
- Government T&Cs
- Customer IPR/Source code
- Agile development - iterative

G-Cloud

- Commodity services
- Direct award (after a compliant search)
- Supplier T&Cs
- Supplier IPR/Source code
- No Agile development (configuration only)

DOS – Custom-made or bespoke solutions

G-Cloud – Commercial off-the-shelf (COTS) are ready-made and available packaged software products

Where is DOS hosted?

Digital Marketplace

<https://www.digitalmarketplace.service.gov.uk/>

Cloud services
(G-Cloud)

Digital capability
(Digital Outcomes
and Specialists)

**Physical data
centre space**
(Crown Hosting)

What can I buy?

The agreement is split across 4 lots

- **Digital Outcomes** - Find a team to provide an outcome
- **Digital Specialists** - Find an individual specialist to provide an outcome
- **User Research Labs** - Find a room to conduct user research sessions
- **User Research Participants** - Find people to test your service

REMEMBER DOS is an outcome based framework and should not be used to staff interim labour.

Is it an Outcome Based Solution?

This is when you are looking for a supplier to provide their own resource and knowledge to deliver a solution to you as a service (not a specific contingent worker).

The supplier will provide individual specialists or teams of specialists (that may include a mixture of the roles described earlier). The way in which these specialists are managed is different in an outcome based solution compared to a contingent worker model. Here, the supplier delivers a set outcome to you with defined deliverables and timescales on a service, programme or project.

The supplier manages their own resource to deliver the outcome, they have responsibility and liability for the all of the work and its delivery. They can change specialists as they see fit to ensure delivery of the work.

The supplier takes all the risk in committing to deliver a set outcome to budget and timescales. You as the customer, cannot provide any direction, supervision or management to any of the specialists deployed by the supplier - they may not even be based in your office.

What is out of scope?

- Non digital roles
- Interim staff
- People with no clear deliverables or to work in different projects

Interim staff or contingent workers who are within scope of IR35

What roles are available in Lot 2 Digital Specialists?

- A total of 20 roles available in Lot 2, including for example:
 - Business analyst
 - Developer
 - Technical architect
- Where can I find the full list of digital roles?
<https://www.gov.uk/guidance/digital-outcomes-and-specialists-digital-specialist-roles>

In DOS3, 3 Digital, Data and Technology (DDAT) specialisms were added – data architect, data engineer and data scientist.

How do I buy?


DOS is a **further competition framework**



DOS is a further competition framework and there is no direct award option. It is composed of two stages – shortlisting and further competition or evaluation stage.

The applications submitted by suppliers on the Digital Marketplace are for the shortlisting stage. For Digital outcomes, closing of applications is 2 weeks from publication whilst for Digital specialists, you have the option of having it for 1 week or 2 weeks.

Live demo: Digital Marketplace

 **GOV.UK** Digital Marketplace **BETA**

Guidance Help Log in

Digital Marketplace

Find technology or people for digital projects in the public sector

Find an individual specialist
eg a developer or user researcher

Find a team to provide an outcome
eg a booking system or accessibility audit

Find user research participants
eg people from a specific user group to test your service

Find a user research lab
eg a room to conduct research sessions

Find cloud hosting, software and support
eg content delivery networks or accounting software

Buy physical datacentre space
eg access to mission-critical datacentres

Sell services

View Digital Outcomes and Specialists opportunities

G-Cloud 11 is opening in March 2019

Provide cloud hosting, software and support.
You'll need to create a supplier account to apply.

Become a supplier

See Digital Marketplace sales figures

Live demo: Overview Menu

Overview

Home Office Example buying Capabilities

1. Write requirements

Before you can publish your requirements, you must complete:

- ✓ [Title](#)
- ✓ [Location](#)
- ✓ [Description of work](#)

2. Set how you'll evaluate suppliers

Before you can publish your requirements, you must complete:

- ✓ [Shortlist and evaluation process](#)

3. Publish requirements

- ✓ [Describe question and answer session](#)
- [Review and publish your requirements](#)

4. Answer supplier questions

When you've published your requirements, you must answer all supplier questions.

[How to answer supplier questions](#)

5. Shortlist

After the application deadline, shortlist the suppliers who applied.

[How to shortlist suppliers](#)

6. Evaluate

Evaluate your shortlist using the criteria and methods you published with your requirements.

[How to evaluate suppliers](#)

7. Award a contract

You must give your chosen supplier a contract before they start work.

[How to award a contract](#)

[View the Digital Outcomes and Specialists 2 contract](#)

Live demo: Setting out what you need

Organisation the work is for	Crown Commercial Service	Working arrangements	By default we expect the specialists to be onsite 3 days minimum per week and to utilise collaboration tools as necessary. CCS will allow remote working 2 days a week. Other project members would be expected on site for various reasons as agreed through the project (eg. review meetings and live launches etc). Expenses should not exceed 5% of budget. We will require performance / management reviews of work in progress and quality standards.
Why the work is being done	GOV.UK Verify is the new way to enable citizens to prove who they are digitally to an appropriate level of assurance, in order to interact with their personal data held by government services. We require development capability to support our work in the following areas: * eIDAS (working to consume identities from Europe, and potentially allow re-use of Verify identities in Europe) * onboarding (improving how Government services onboard to use Verify) * DCS (continuous development on Document Checking Service) * hub/frontend (A/B tests, improvements to release processes, etc)	Security clearance	SC Security Clearance is required to operate on this project. Must hold security clearance (SC) at start date of contract
Problem to be solved	We require additional development capability for a large number of projects on a flexible basis. The aim is to drive the adoption of Verify through delivering on the technical projects described and thereby making the project work better for citizens. This will include the design, installation, testing and maintenance of software systems, working in pair and mob programming in the areas listed above. Milestones for the programme team to be agreed. As well as 5-10% improvement to the Verify completion rate per quarter.	Latest start date	Monday 23 October 2017
Who the users are and what they need to do	As a citizen, I need to prove my identity online in order to be able to access government services.	Expected contract length	2 years (plus a 6 month extension option)
Early market engagement	Not applicable.	Additional terms and conditions	The only addition, if required, would be Cabinet Office T&S Policy will apply for any Supplier expenses which will need to be pre-approved by Cabinet Office
Any work that's already been done	All phases to Live	Budget range	We envisage this work to be done by a team of at least 9 consisting of 7x Developers, 1x QA tester and 1x Web Ops. £1m - £1.5m
Current phase	Live	Summary of the work	The aim is to drive the adoption of Verify through delivering on the technical projects described, making the project work better for citizens. This will include the design, installation, testing and maintenance of software systems, working in pair and mob programming in the listed areas.
Existing team	Devs and SecOps as well as cross-functional colleagues in GOV.UK Verify		
Address where the work will take place	Crown Commercial Service, Rosebury Court, St Andrews Business Park, Norwich, NR2 3RH		



Description of work

This will help suppliers decide whether to apply.

Live demo: Shortlist and evaluation process

How many suppliers to evaluate	5
Evaluation weighting	Technical competence 70% Cultural fit 10% Price 20%
Technical competence criteria	Essential skills and experience <ul style="list-style-type: none"> 2+ years experience of JAVA (or C#) and Ruby (3%) Experience with microservice architecture (1%) Ability to work independently and move in a fast-paced environment (2%) experience in passing on knowledge in a structured way (2%) Example 5 (2%) Example 6 (2%) Example 7 (2%) Nice-to-have skills and experience <ul style="list-style-type: none"> Understanding of SAML (1%) Example 2 (1%) Example 3 (1%) Example 4 (1%) Proposal criteria <ul style="list-style-type: none"> Value for money (15%) Approach and methodology (12%) Example (5%) Example (10%) Example (5%) Example (12%)
Cultural fit criteria	<ul style="list-style-type: none"> Work as a team with our organisation (3%) Be transparent and collaborative when making decisions (2%) Example 3 (3%) Example 4 (2%)
Payment approach	Time and materials
Assessment methods	<ul style="list-style-type: none"> Written proposal Work history Presentation

Top tips on drafting Agile requirements

- Be clear with your goal - short and straight to the point
- Buy what you need when you need it
- Be user friendly, be clear and concise
- Describe the problem rather than the solution
- Share the essence of the requirement so the supplier can commit to delivery whilst giving you flexibility to adjust based on new findings
- Invest time on your evaluation criteria
- Take your stakeholders into consideration

- Be mindful of the 100 words limit for every field of information on your requirement
- You should break work into phases such as discovery, alpha, beta, and live to:
 - minimise risk
 - learn about what works and what doesn't
 - iterate your requirements as you go
 - ensure you have the right skills and expertise for each stage
 - ensure that your service or project is [digital by default](#)
- Avoid technical terms and jargons, explain them if you have to use them
- Refrain from providing detailed specifications of your requirements
- Convey your needs and objectives for the services you require
- Focus on your weightings within the evaluation
- Include both your internal and external stakeholders

More top tips

- Get your approval (Spend Controls - Internal Governance)
- Run your assessment with HMRC for IR35
- Plan, plan and plan
- Use CCS / GDS for any commercial or technical questions you might have
- Put everything upfront
- Answer all the questions you receive
- Take your stakeholders into consideration

Buyers must carry out an assessment for any engagement under DOS through the HMRC tool.

This can be done at any time, but we'd recommend that this is done prior to the procurement taking place so that any questions during the procurement can be answered.

CCS are not able to provide specific advice in relation to IR35, nor advise against any potential engagement, however the following 'guidelines' should be considered when planning an engagement:

- Paying for services by milestones / deliverables (in the case of DOS - using capped time and materials / price per story / fixed pricing) and not paying using time and materials rates, even for individual specialists.
- Allowing the supplier to substitute staff.
- Ensuring that the supplier's staff only undertake the task that has been agreed
- Allowing the supplier flexibility over the hours and location that it's staff work
- Ensuring the supplier provides it's own equipment
- Ensuring that the supplier's staff are not 'filling' roles within your organisation

Spend plenty of time planning – establish a complete timetable for your end-to-end procurement so you can ensure adequate time is allowed for the whole process. For example, if you need the supplier staff to have security clearance before they can start the work, you will have to build the vetting process period in your timescales. Remember that you cannot exclude prospective suppliers for not holding a security clearance. If you are to require security clearance, you must state that you will

sponsor them if they are to be awarded the contract.

DOS 4 proposed changes

- Inclusion of Modern Slavery Act compliance
- Inclusion of Corporate Social Responsibility
- Clarity on a few Intellectual Property Rights clauses
- Transposed Confidentiality clauses
- Clarification on clause 34 - Liability of the Call-Off Contract

- A question on compliance with the Modern Slavery Act will be included in the Supplier Declaration. Those who applied for G-Cloud 11 will be familiar with this new question as it will be the same as that asked for G-Cloud 11.
- The joint schedule on Corporate Social Responsibility from the Public Sector Contract will be added to the Framework Agreement. Again, many suppliers will be familiar with this schedule since this has already been used in other recent CCS commercial agreements, including G-Cloud 11.
- The IPR clauses in the Call-Off Contract are being reviewed and some changes may be made to provide more clarity on some clauses and definition of terms.
- Confidentiality is listed under grounds for termination on Material Breach but there is no Confidentiality section in the framework agreement. The clauses here are transposed from the Call Off Contract and references were changed from Buyer to CCS
- Clause 34.3 only limits liability in a limited number of cases. Redrafted so that liability is limited except where it expressly unlimited. We may need to consider whether anything else should be included in unlimited liability.

Apart from these key changes, DOS 4 Framework Agreement and Call-Off Contract will be basically a cut and paste of DOS 3.

Meet our team



Gareth Bayliss



Emilia Ceden



Ian Charvill



David Elsley



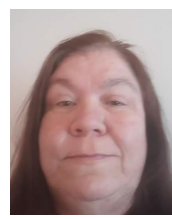
Jose Socao



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Matt Jenkins



Anna Tuckey



Any questions?

Please ask them via the chat box, to the host.

Useful Information & Links

- [Tech Buyer Webinars](#)
- [Digital Outcomes and Specialists buyers' guide](#)
- [Public Sector Resourcing Framework](#)
- [Management Consultancy Framework](#)
- [Non Medical Non Clinical Framework](#)

Keep in touch

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 Crown Commercial Service



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