

Digital Outcomes and Specialists 4

RM1043.6

Customer guidance



Crown
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Service

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1. Buyer’s Snapshot

1.1. What is DOS 4?

Digital Outcome and Specialists 4 (DOS 4) is a two-stage further competition framework. It offers bespoke digital services to help the public sector buy, design, build and deliver solutions within digital projects by finding appropriate specialists to deliver agile software development.

DOS 4			
Outcomes (Lot 1)	Specialists (Lot 2)	User Research Studios (Lot 3)	User Research Participants (Lot 4)
Need a team to deliver a bespoke outcome	Looking for an individual to work on a specific project	Need an area to host research sessions	Require people from a specific user group to test your service

1.2. What are the benefits?

- DOS 4 provides an OJEU compliant route to market for bespoke requirements
- The Call-Off Contract provides the public sector standard terms and conditions
- You own the intellectual property rights and source code for the bespoke development so these can be shared with any other public sector buyers.

1.3. How to buy?

These services are hosted on the [Digital Marketplace](#), where you can reach out to over 3000 suppliers with the skills to deliver on your requirements.

Buyers new to the Marketplace will need to set up an account. We suggest making this accessible to your team or organisation.

A contract on DOS 4 can be up to a maximum of 24 months, with the option of an additional 25% extension. You need to define this at the start of your process

2. Buying Process and Best Practice

Get approval to buy and prepare draft requirements

- Ensure your requirements are clear and based on user needs - use [Pre-Tender Market Engagement](#)
- Satisfy yourself you are following best practice, by reading the guidance materials and Call-off Contract
- Use HMRC's [check employment status for tax](#) tool to ensure your need is outside of IR35 before publishing
- Ask CCS for assistance in checking your draft requirements or with any queries, prior to publishing
- Create a timetable with stakeholders and evaluation panel to ensure a smooth process

Publish requirements and answer supplier questions

- Invest time on skills and experience, giving them individual weightings, and answer clarification questions promptly - let suppliers bid competitively
- Be aware that timescales set by the Digital Marketplace don't take into account public holidays, so consider delaying publishing in these cases
- Do not use discriminatory criteria, e.g. 'experience in the public sector'; instead use what specifically is important, e.g. 'in a highly regulated environment'

Shortlist your suppliers based on the evidence they provided

- Complete shortlisting through your own sourcing site or process once applications close, using the CSV file including all the supplier responses that will be automatically sent to you at this point
- Provide appropriate feedback to unsuccessful suppliers, once you've shortlisted - this is a requirement of the framework, and helps suppliers improve for future competitions

Evaluate shortlisted suppliers

- Provide the shortlisted suppliers with your evaluation document and templates at least a week in advance of your evaluation date to allow them to prepare their proposals for your requirement
- Only use the assessment methods that you have included in your requirement, to ensure fairness
- Provide further feedback to unsuccessful suppliers following your evaluation, again as helps suppliers improve for future competitions

Award to the chosen supplier

- Complete the call-off contract and sign it
- A standstill period is not required, but we do recommend it to deal with unforeseen issues
- **Update the Digital Marketplace with the details of your award OR with the cancellation of your procurement where you are unable to proceed**

Further information

If you require any further information please contact

info@crowcommercial.gov.uk

0345 410 222

You can also learn more about Crown Commercial Service at:

Website:
[crowcommercial.gov.uk](https://www.crowcommercial.gov.uk)

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