

DIRECT AWARD ROUTE TO MARKET EXPLAINED

Definition of a Supplier Service Offering:

A service offering is a framework supplier's service listing defined within our Network Services catalogue which is published on the [Government e-marketplace](#). Within each Service Offering the supplier provides (if applicable):-

1. Service description
2. Condition on customer
3. Draft implementation plan
4. Service Level Agreements
5. Price card (A service offer may have an item price displayed or, where the service has multiple options or scenarios available, a price card will be attached to detail these options).

STEP 1 - Develop a Statement of Requirements

The first step in the direct award process is to develop a clear statement of requirements, so please remember that the more detailed and accurate your requirements are, the easier it will be to search the catalogue and evaluate the appropriate services

STEP 2 - Register as a buyer on e-marketplace

To be able to access our Network Services catalogue which is published on the [Government e-marketplace](#), please email the e-marketplace team on emarketplace@crowncommercial.gov.uk.

If your organisation has not registered with us, you would need to complete and submit the [eMarketplace setup form](#) which can be found via the link below: Please note that you would need to obtain a DUNs number (free of charge) from [Dun & Bradstreet](#) prior to completing this form:

Once this has been submitted, the emarketplace team can then look at getting your organisation a user account set up on eMarketplace.

Alternatively, if you are looking to just search on eMarketplace for content and use your own procurement portal to purchase, then the team can set you up with a "View Only" user account which will allow you to search content but you would not be able to transact.

STEP 3 - Search catalogue for suitable service offerings

You will then need to browse our catalogue filtering the listing, using the content tags provided, to identify suitable Service Offerings that meet your requirements. All offers will have a Supplier Item ID ref which should indicate the Lot Covered and the supplier name. There is also an Item name or a short description which will help narrow your search as it indicates more specifically the product or service being offered.

Suppliers can describe their services in any way they wish, but we have recommended a standard format to make searching easier, and this includes the use of UNSPSC Codes and some recommended Keywords.

STEP 4 - Undertake a Desktop Evaluation

Once you have found a service offer that meets your requirement you can then evaluate using two routes to decide on the most economically advantageous Service Offering to award under:

Price Only - where the suppliers offer meets your requirements, a call of contract can be awarded on the basis of price only ie., 100% of the weighting.

Alternatively you can evaluate on Price and Non-Price Elements, but the Non-Price elements must have been defined in your Statement of Requirements in order to ensure a transparent evaluation process. In this case neither the Price nor the Non-Price element can constitute less than 25% or more than 75% of the weighting.

STEP 5 - Complete Order Form

Once you have evaluated the services you are ready to award a call of contract. The first thing to do is to complete the Direct Award Order Form which will give the supplier all the information they need to fulfil your requirement. Please ensure the Supplier item ID ref and the associated costs are clearly documented on the order form, as it could be deemed as invalid if not.

Suppliers may decide to contact you if they have any queries about the information you have included in the form.

The Call-Off consists of:

the [Order Form](#)

the [Direct Award Call-Off Terms](#), and

the Call off Schedule 4 (Appendix 1) if appropriate

Suppliers are contractually obliged to accept a valid direct award call-off contract, and they should complete and return section D of the Call-Off contract to you.

IF NO SUITABLE SERVICE OFFERING HAS BEEN IDENTIFIED

Issuing a Request for Information (RFI)

You can issue an RFI to help suppliers develop a solution that meets your requirements, so for example, if you feel your requirements are so specific that suppliers won't have a catalogue entry, or if you have looked at the catalogue and can't find any services suitable then you can issue an RFI to all the suppliers on the Lot you're interested in. This will then allow you to get a good view of the whole market.

When suppliers develop their service offerings, they are allowed to vary the call off terms and conditions - for example they can amend their SLA's. The RFI process is therefore a great way of developing a service offer that is focussed on meeting your particular requirement. It is important to remember that you cannot obtain quotes via an RFI. If this is the case, you will need to use the Short Form Further Competition Route. RFI's can be issued through our eSourcing portal, your own system or by email.

Feel free to visit our [Network Services](#) website for the required order forms and terms and conditions as well additional information on procuring through our framework.