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Crown
Commercial
Service



EXCELLENCE IN
**PUBLIC
PROCUREMENT**
AWARDS 2015/16

Finalist

GO Procurement Team
of the Year Award –
OTHER ORGANISATIONS

Local Authority Software Applications

customer guidance notes RM1059



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LASA RM1059 Supplier Matrix - Please see matrix published on website



1 Purpose

1.1 This user guide will provide customers with:

- Guidance on how to use and access the framework agreement
- Actions required to enter into call-off agreements under the framework



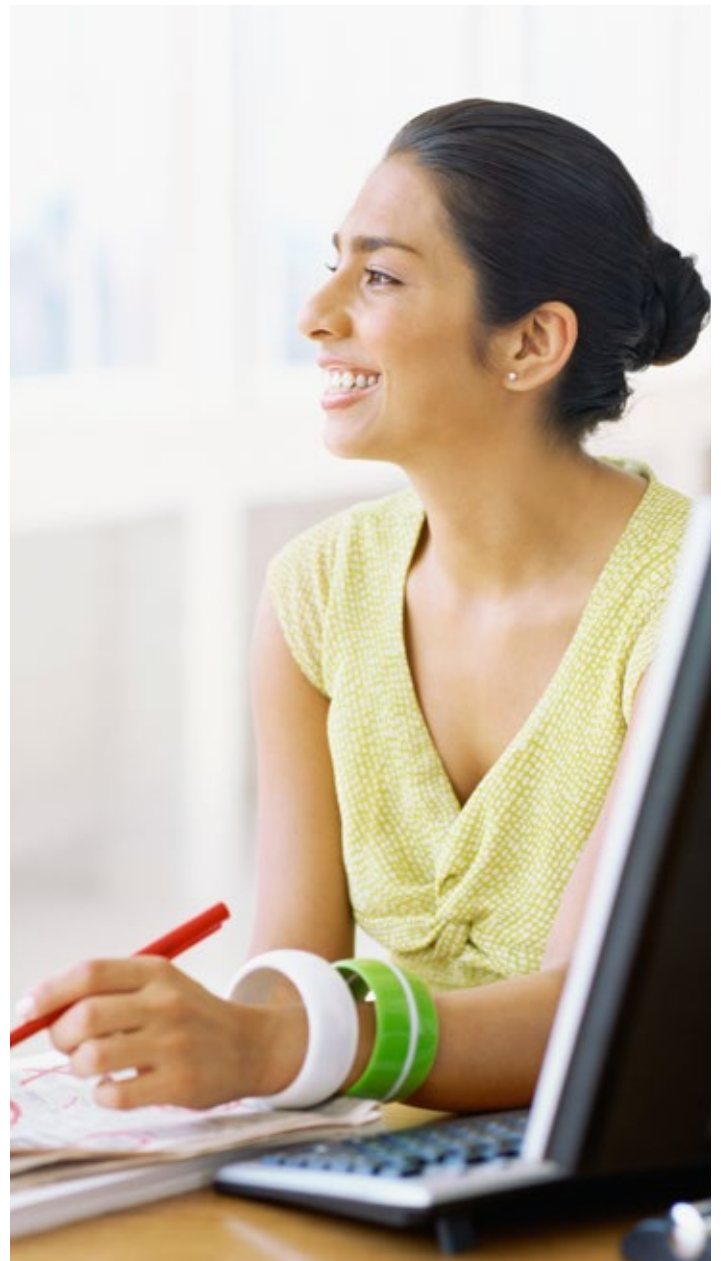
2 Background

- 2.1** Crown Commercial Service and its partners the LGA and Pro5 are delighted to have been nominated as finalists in the Procurement Innovation or Initiative of the Year category of the National Government Opportunities (GO) Excellence in Public Procurement Awards 2015/16 for this framework agreement. We are absolutely thrilled at this recognition as the level of competition for this year's awards has been extremely high, and although we won't find out if we are winners until 26 February, achieving finalist status is a great commendation for our procurement activity.
- 2.2** The framework agreement results from collaboration between Crown Commercial Service, Pro5, the Local Government Association (LGA) and extensive customer input throughout the process. The resultant Framework allows local authorities to procure specialist systems and related services from suppliers who have demonstrated the skills and attitudes required to deliver local authority technology strategies.
- 2.3** The procurement followed the open procedure. Bidders who demonstrated their ability to meet the requirements of each lot and achieved a minimum quality pass mark have been awarded a place on the framework agreement.
- 2.4** This framework provides customers with a route to market for line of business software applications and related services, you do not need to publish their requirements by OJEU or pre-qualify suppliers in order to procure services from them.
- 2.5** You can complete call-offs either via direct award, using information published in catalogues, or via a further competition, with suppliers providing quotes based on your requirements.



3 Scope

- 3.1 This is a UK wide framework agreement available to any eligible UK public sector organisation as well as charities and third sector organisations.
- 3.2 Through this framework you can procure a wide range of line of business applications and associated services both above and below the OJEU threshold.
- 3.3 The full framework specifications, which provide information on exactly what is covered within each lot, can be found on [Contracts Finder](#).
- 3.4 You do not need to register with Crown Commercial Service or Pro5 when using the Framework, however we would appreciate it if you could email LASA@crowncommercial.gov.uk or your Pro5 organisation with details of what you are looking to procure and indicative timescales.





4 Lot structure

4.1 The framework has been divided into eleven (11) Lots:

4.1.1 Lot 1 - Revenue & Benefit payments and National Non-Domestic Rates (NNDR) software and associated services.

4.1.2 Lot 2 - Payment Processing and Cash Receipting software and associated services.

4.1.3 Lot 3 - Environmental, Planning, Building Control, Trading Standards and Licencing software and associated services.

4.1.4 Lot 4 - Libraries software and associated services.

4.1.5 Lot 5 - Housing and Property Management software and associated.

4.1.6 Lot 6 - Social Care provision of software and associated services.

4.1.7 Lot 7 - Public Health software and associated services. for the purposes of monitoring and improving public health

4.1.8 Lot 8 - Civil Enforcement provision of software and associated services.

4.1.9 Lot 9 - Open Government Systems, Interoperability and Integration Services covers the provision of systems and services to create and improve openness, interoperability and data sharing between systems, citizens and staff and improve the experiences of system users and reduce costs of transactions/interactions.

4.1.10 Lot 10 - Democracy and Citizen Engagement provision of software and associated services.

4.1.11 Lot 11 - Other Local Authority Software Applications, this includes Waste Management, Museums, Sports and Recreation, Registrar, Burials and Crematoria and GIS provision of software and associated services.



5 Benefits of using the framework

5.1 The benefits of using the framework to include:

5.1.1 Focus on Digital - A large weighting within the ITT was on suppliers approach to Digital by Default, open system architecture and provision of Application Programme Interfaces (APIs) and Software Development Kits (SDKs).

5.1.2 Catalogued APIs and SDKs - Suppliers committed to providing these within the catalogues so customers have sight of existing APIs and SDKs to avoid costly duplication of effort.

5.1.3 Co-ordinated Supplier Relationship Management - Suppliers are managed in a co-ordinated programme that links into the LGAs National ICT Commercial Strategy for Local Government.

5.1.4 Choice of supplier - The framework offers an excellent choice of suppliers, please see separate supplier matrix.

5.1.5 Reduced timescales - You do not need to run a full OJEU procurement. You just need to identify your requirements, present these to the market and award a contract.

Suppliers also benefit from this as they only need to respond to one OJEU request.

5.1.6 Ease of use - The framework is easy to use, with further advice available from Crown Commercial Service and Pro5.

5.1.7 Legality - The framework is fully compliant with EU regulations, as EU procurement rules introduced in 2006 specifically recognise framework agreements as a legitimate route to market. This reduces procurement risk for customers, and reduces bureaucracy in the procurement process.

5.1.8 Assured supplier standards - Providers appointed onto this framework are 'pre-qualified' as to their general suitability. This means when buying services from them customers are assured that they can meet specified requirements.

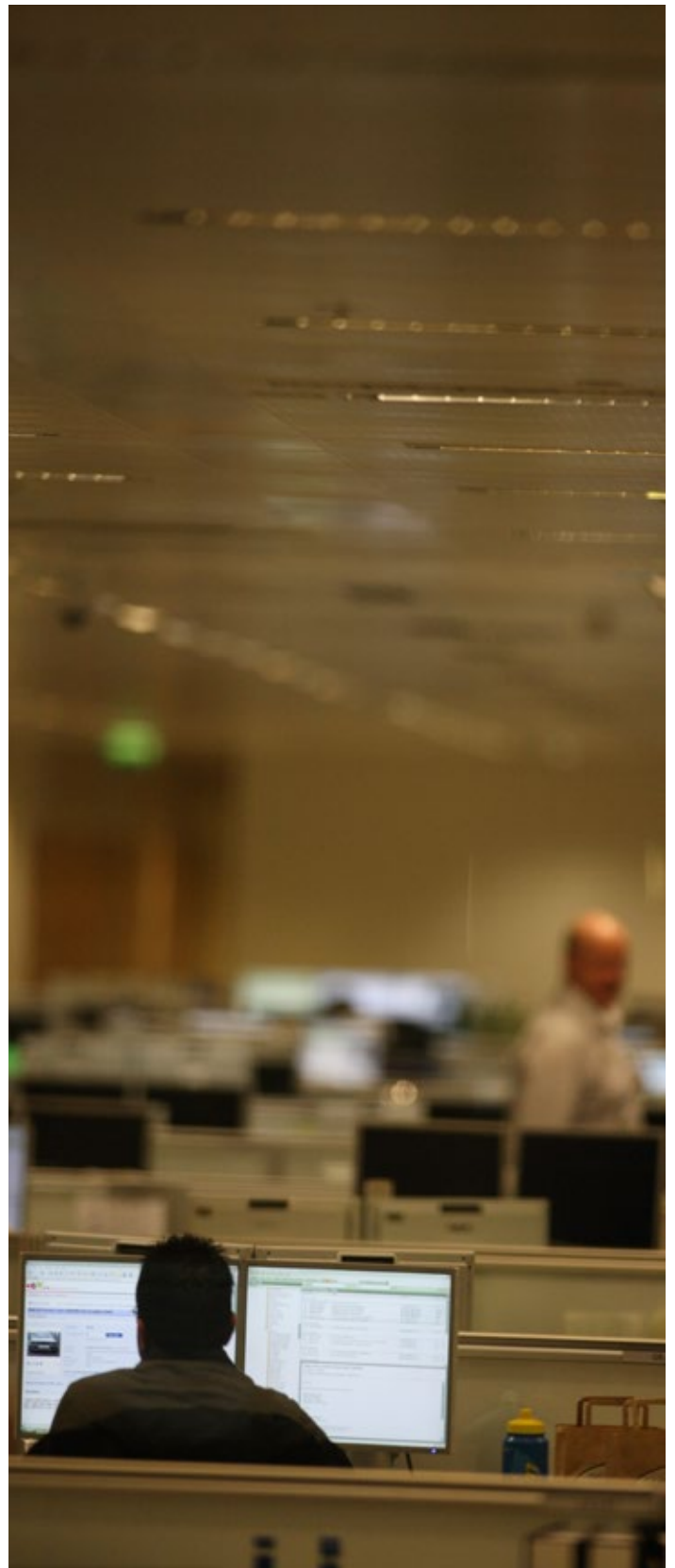
5.1.9 Aggregation of spend - Customers receive the benefits of an aggregated volume of spend and the associated increased leverage in the market.

5.1.10 Pre-defined terms and conditions - Terms and conditions of contract have been established and all framework suppliers have signed and accepted the terms and conditions of call-off. You can propose special terms if there is no material change but suppliers are able to reject these.



6 Who can use the framework

- 6.1** The Framework concentrates on the needs of local authorities but there may be occasions when other customers have requirements that fall within the scope of the framework, because of this the framework is open to all public sector and non-profit making third sector organisations within the United Kingdom.
- 6.2** A complete list of eligible customers is included the OJEU Contract Notice which can be found on [Contract Finder](#) and is summarised below;
- Local Government;
 - Education Sector;
 - Fire & Rescue Services;
 - Police Forces;
 - Devolved Administrations;
 - Health Sector (i.e. NHS, NHS Trusts, PCT's and Strategic Health Authorities);
 - Central Government and
 - Voluntary and Community Sector (i.e. Charities).
- 6.3** To confirm eligibility to access the framework contact Crown Commercial Service (info@crowncommercial.gov.uk) or Pro5 (procurementservices@ypo.co.uk) for further clarification.





7 Contract duration

- 7.1** The initial term of the framework agreement will run from 05/08/2014 to 04/08/2016 and has options to extend for an additional two twelve (12) month periods. In August 2016, CCS took up one of these extension periods. The new expiry date of the framework was set to midnight of the 3 August 2017.
- 7.2** You can enter into call-off contracts under this framework agreement for a period of up to five (5) years initially, rising to a maximum of seven (7) years inclusive of extensions.

8 Framework value

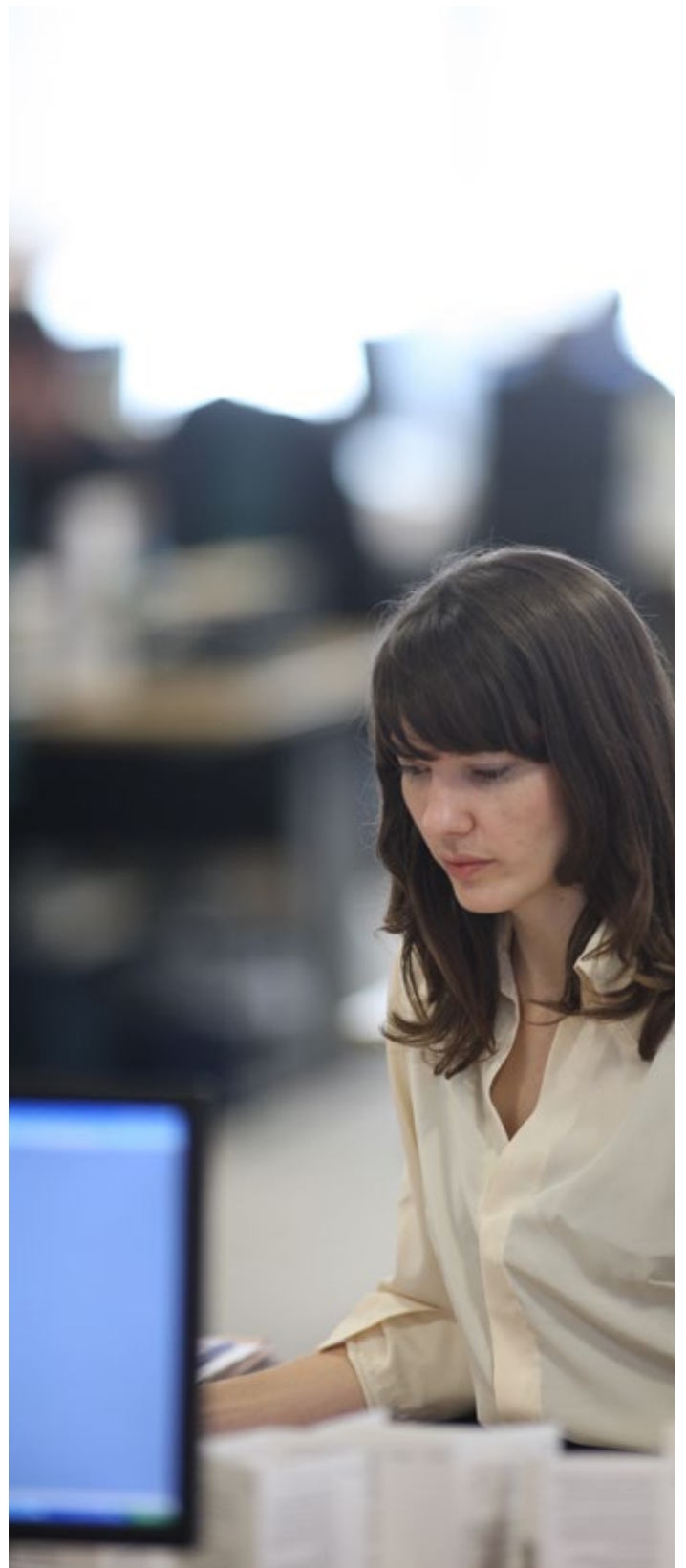
- 8.1** The value for this procurement was estimated at £300 million in the OJEU notice.



9 Pricing

- 9.1** Catalogues pricing for all lots is available from the Government eMarketplace, or directly from the Crown Commercial Service or Pro5.

- 9.2** Suppliers have provided pricing for;
 - 9.2.1** basic software configurations to meet the minimum functional/ technical requirements outlined in the lot descriptions;
 - 9.2.2** prices for optional upgrades to the above;
 - 9.2.3** support and maintenance charges for those systems;
 - 9.2.4** their service charges (day rates) linked to the Skills for the Information Age (SFIA);
 - 9.2.5** a list of available Application Programme Interfaces (APIs) and their charges;
 - 9.2.6** a list of Software Development Kits (SDKs) available and their charges;
 - 9.2.7** a list of available related business processes and their charges.





10 How to use the framework

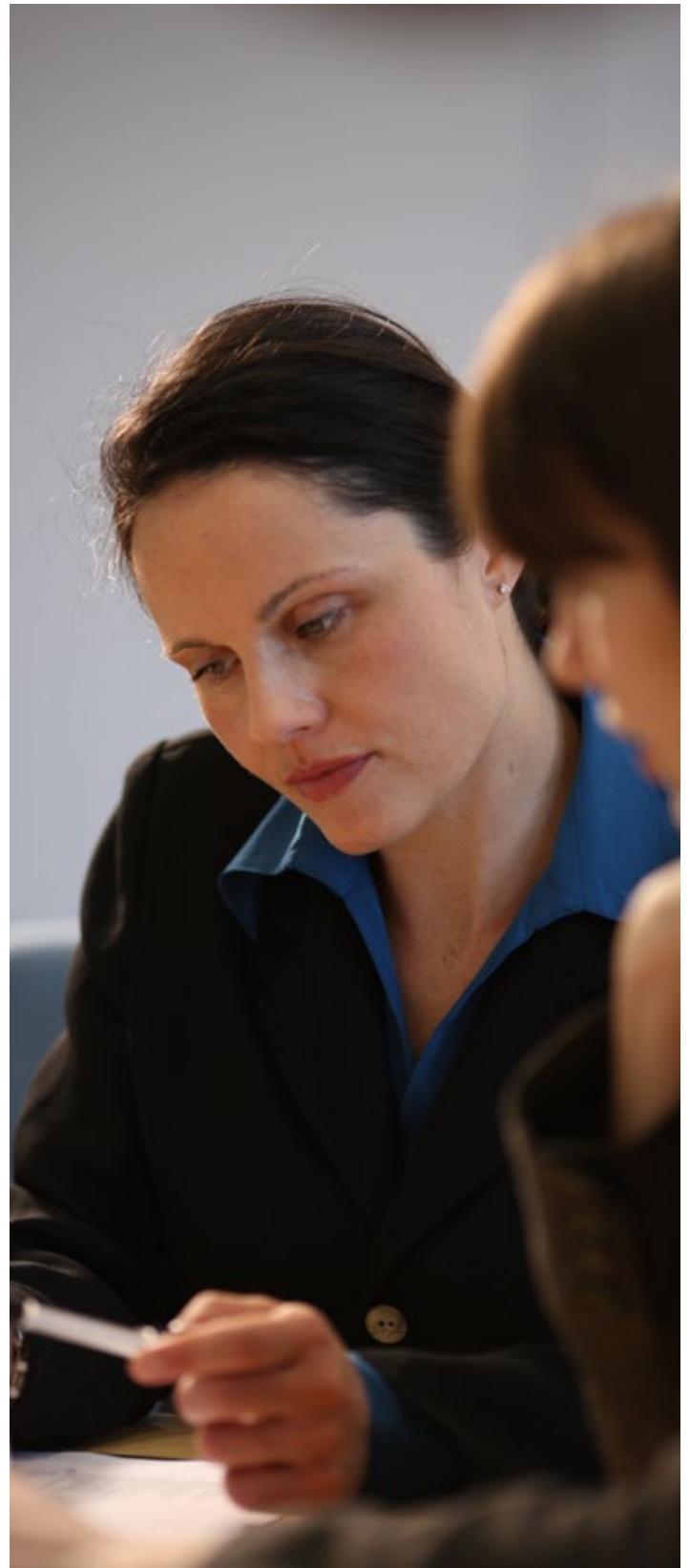
10.1 All customers must undertake the following steps:

10.1.1 Review the guidance documentation and specification;

10.1.2 Determine their requirement; and

10.1.3 Determine whether the best route for your procurement, and action this in line with the parameters outlined in the sections below.

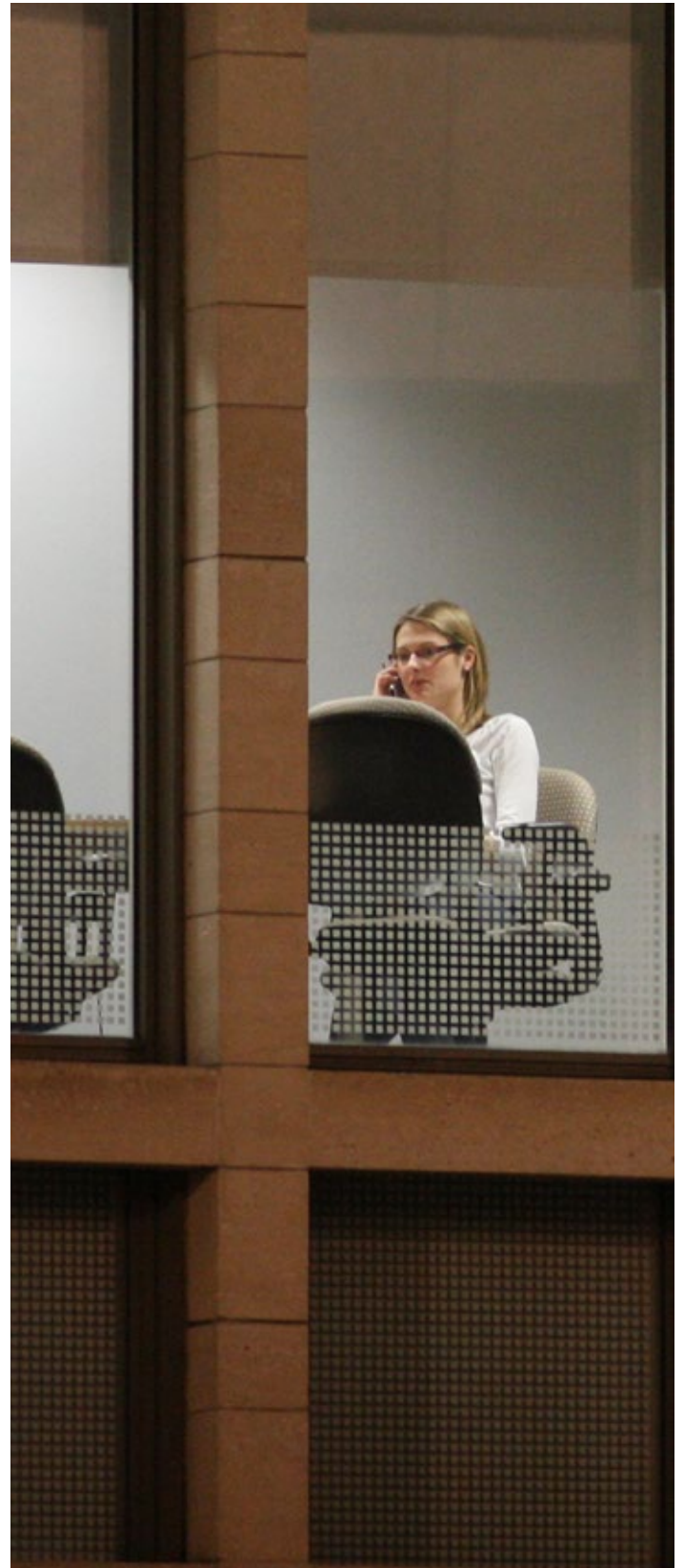
10.2 Customers must order their requirements in accordance with the procedure in this guidance.





11 Award criteria

- 11.1** The award criteria and guidance are consistent for all lots.
- 11.2** When awarding a call-off contract you should make your decision on the basis of the most economically advantageous tender.
- 11.3** If conducting a further competition you must provide suppliers with the methodology behind your evaluation, including the evaluation criteria and the weightings that are applied to each criterion.
- 11.4** If you award a call-off via direct award you should keep an audit trail of the methodology used in determining the most economically advantageous supplier.





12 Direct award

Tips For Customers

Establishing the direct award evaluation criteria

12.1 Review the framework specification to establish whether your requirement is covered by this framework agreement.

12.2 Involve key individuals and stakeholders in the process of developing your requirements and reviewing the potential products.

12.3 Develop a statement of requirements that suits your organisational needs.

12.4 Vary the weightings of the criteria to suit your local priorities. For more information see 12.7.

12.5 Review the products and services in the catalogues to see if any meet your requirement.

12.6 If no products meet your requirements review and consider amending the requirement to reflect the market if possible. If you are unable to find a suitable off the shelf product then you will need to issue a further competition instead.

12.7 It is suggested that following criteria and weightings be applied to the suppliers' catalogues in order to determine the most economically advantageous supplier.

You are able to amend the criteria and weightings to suit your needs but should ensure that they equal 100%. Those criteria with a 0% minimum weighting are optional and you do not have to use them.

Criteria Letter	Criteria - ranked in order of importance	Percentage Weightings (or rank order of importance where applicable) - to be set by the Contracting Body conducting the direct award
A	Price (life cycle costs, cost effectiveness & price; price and running costs)	40-60%
B	Quality (including delivery time, sales service, good value, accessories, service fitness for purpose)	40-60%
C	Technical merit; coverage, network capacity and performance as specified in relevant service levels	0-20%
D	Help desk, account management function and assurance of supply of a range of devices and good value accessories	0-20%



Selecting a supplier

- 12.8** You should review the products and the services within the catalogues and establish a short-list of suitable products and suppliers.
- 12.9** You should use information in the catalogues or published by the suppliers, e.g. on their websites, to evaluate the quality aspect of the suppliers' offerings.
- 12.10** If you are unable to find information relating to particular product please contact the supplier for the required information.
- 12.11** Use the published pricing in the catalogues to complete the price element of the evaluation.
- N.B.** If a product and associated price is not in the catalogues then a direct award cannot be made for it.
- 12.12** Treat all suppliers fairly and equally throughout the process.
- 12.13** Keep records of your evaluation.

Selecting a supplier

- 12.14** Issue an order via the eMarketplace to the selected supplier and send them via post or email a completed model order form which can be found at the front of the call-off contract.
- Don't:**
 - 12.15** Aim the specification at a particular supplier or their product range.
 - 12.16** Arbitrarily choose a reduced number of suppliers whose products you review.
 - 12.17** Create specifications that are unfairly restrictive.
 - 12.18** Treat any supplier differently from the others.





13 Further competition

Tips For Customers

Before issuing the further competition documentation

- 13.1** Review the framework specification (OJEU Notice) to establish whether your requirement is covered by this framework agreement.
- 13.2** Develop your statement of requirements to suit your organisational needs, involving key individuals and stakeholders.
- 13.3** We recommend you use output-based specifications to encourage innovation.
- 13.4** Specify realistic levels of service and understand your responsibilities throughout.
- 13.5** Review the terms and conditions and determine any special terms you require.

13.6 Discuss your requirement with the suppliers, where appropriate, in order for them to understand the goods and services being procured.

13.7 Vary the weighting of the criteria to suit your local priorities.

13.8 You should provide suppliers with information and criteria explaining how the tenders will be evaluated.

13.9 We suggest that the following criteria are used in assessing Suppliers' tenders.

You are able to amend the criteria and weightings to suit your needs but should ensure that they equal 100%. Those criteria with a 0% minimum weighting are optional and you do not have to use them.

Criteria Letter	Criteria	Percentage Weightings (or rank order of importance where applicable) - to be set by the Contracting Body conducting the further competition
A	Quality	40-55%
B	Price	40-55%
C	Technical assistance	5-15%
D	Aesthetic and functional characteristics	5-15%
E	Technical merit	0-10%
F	Running Costs	0-10%
G	Cost Effectiveness	0-10%
H	Cost Effectiveness	0-10%
I	Environmental characteristics	0-10%
J	Delivery date and delivery period	0-10%



During the further competition

- 13.10** You should invite all capable suppliers within the lot. This does not mean all the suppliers with the lot, for example within Lot 11, if you need a new GIS application then you should invite those that have been awarded a Framework place having evidenced their abilities specific to GIS. Please ensure that you review the published supplier matrix on our website, under the documents tab on <http://ccs-agreements.cabinetoffice.gov.uk/contracts/rm1059>, where you can also see the sub-lot breakdowns for: Lot 1, Revenues & Benefits systems; Lot 3, Environmental & Planning systems; Lot 5, Housing and Property systems; Lot 6, Social Care systems; Lot 10, Democratic & Citizen Engagement systems; and Lot 11, Other Business systems.
- 13.11** You should allow sufficient time for a full and professional response from supplier, ideally 4 to 6 weeks depending on the level of complexity.
- 13.12** You should treat all participating suppliers fairly and equally throughout the process.
- 13.13** You should Issue timely clarifications to questions and publish them to all participants.

Awarding the further competition

- 13.14** You should award to the supplier offering the most economically advantageous tender based on the award criteria you outlined to suppliers in your tender documentation.

Don't:

- 13.15** Over specify levels of service as this may give poor value for money.
- 13.16** Aim the specification at a particular supplier or their product range.
- 13.17** Arbitrarily choose a reduced number of suppliers to receive tenders.
- 13.18** Create specifications that are unfairly restrictive.
- 13.19** Treat any supplier differently from the others.

eAuctions

- 13.20** Electronic reverse auctions can be undertaken as part of a further competition under all lots.
- 13.21** Crown Commercial Service and Pro5 can support your eAuction, including running and managing them free of charge on your behalf.
- 13.22** Please contact Crown Commercial Service or Pro5 to find out more (info@crowcommercial.gov.uk, procurementservices@ypo.co.uk).



14 Finalising the call-off

14.1 Once you have made an award decision, if you used a further competition we recommend you observe a ten day standstill period. When doing this you should send out an intention to award letter to all suppliers that submitted a tender detailing the outcome.

14.2 Once the ten day standstill period is complete you can award the contract to the successful supplier. This is done by completing and sending the letter of appointment and a completed order form.

15 Terms and conditions

15.1 The model terms and conditions have been designed to meet the specific requirements of a software application or related service. These can be found on the Crown Commercial Service website, with the model order form, and must be utilised for this framework agreement.

15.2 Minor amendments to the terms and conditions can be made and proposed as part of a further competition, but not a direct award. A variation form is included within the terms and conditions document.



16 Key performance indicators (KPI's)

Framework KPIs

16.1 To assist our management of the suppliers a number of KPIs that have been set for this framework agreement.

These cover:

14.1.1 Spend;

14.1.2 Savings;

14.1.3 Customer satisfaction;

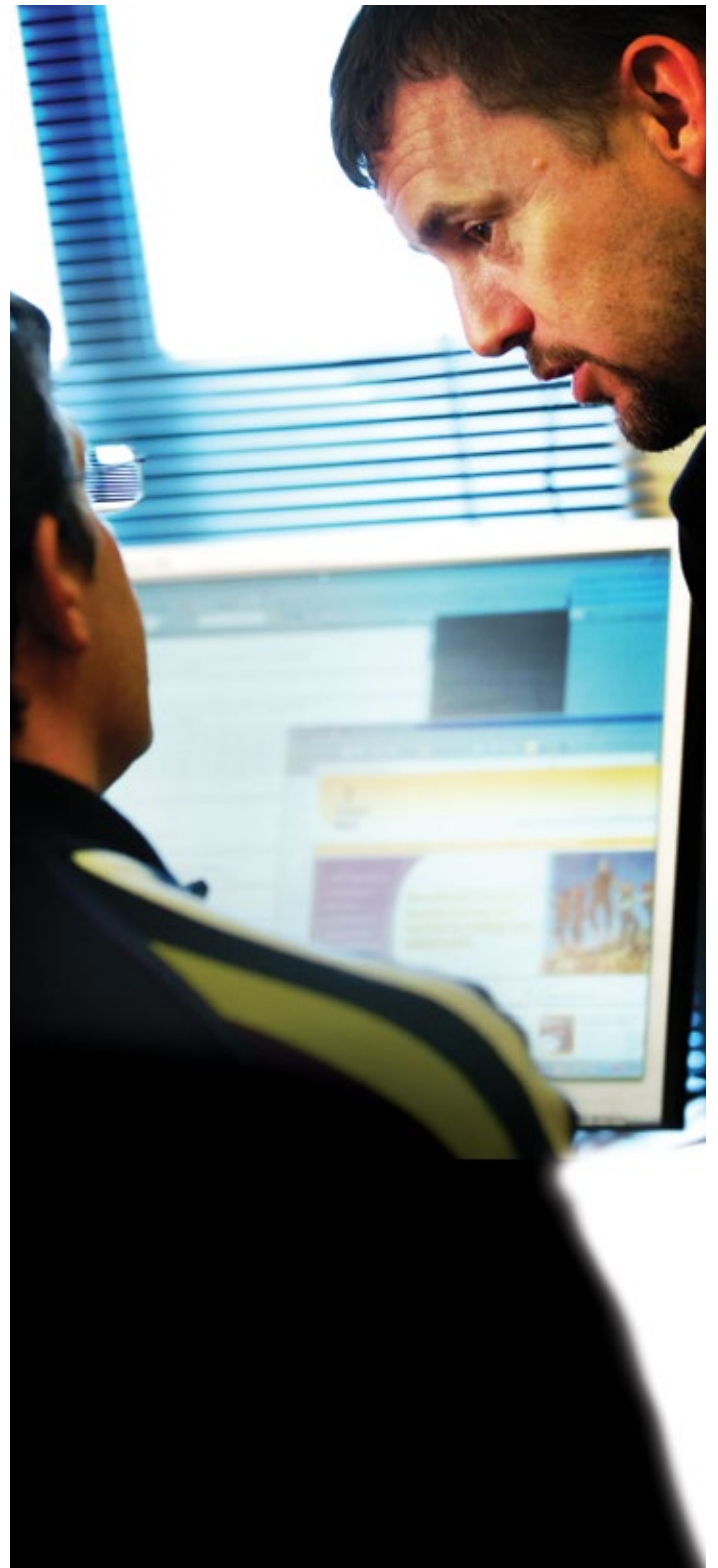
14.1.4 Operational performance;

14.1.5 Timely provision of management information;

14.1.6 Timely payment of invoices.

16.2 You are also able to set any KPIs you feel are necessary for your call-off. These must be made clear to the suppliers during the procurement.

16.3 Your required Service Levels should be detailed in Schedule 6, Annex 1 to Part A of your call-off contract.



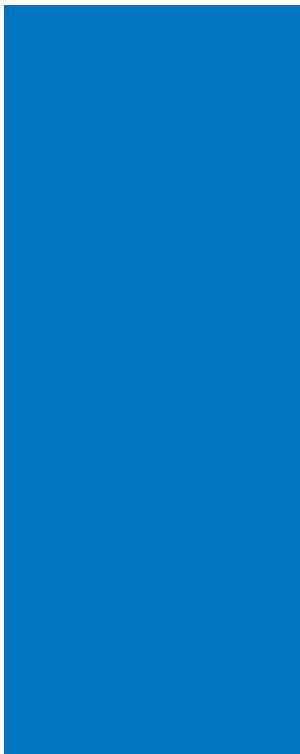


17 Management information

17.1 Suppliers provide monthly management information (MI) to Crown Commercial Service, this is used to monitor their performance against their framework KPIs and calculate any savings through the framework.

17.2 If you require information on spend and savings figures for your organisation in relation to this framework agreement, please email the contact provided in section 18 of this guidance.

17.3 Crown Commercial Service or Pro5 may contact you for further information about contracts awarded under the framework.





18 Feedback and contact details

17.1 If you have any queries, or wish to discuss your requirement or the framework agreement in further detail, please use the below details:

Crown Commercial Service

Tech Products & Services Team

T: 0345 410 2222

E: lasa@crowncommercial.gov.uk

YPO

Ian Summerscales or Richard Ulliyott

T: 01924 885907 or 01924 836986

E: IT.Services@ypo.co.uk

ESPO

Angela Course

T: 0116 2657946

E: a.course@espo.org

Contact information

General enquiries

For further information about any of our services please contact:

T: 0345 410 2222

W: www.gov.uk/ccs

E: info@crowncommercial.gov.uk

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