1. **lot 7 Description**

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| **Lot 7**  The provision of Lot 7 Specialist Payment Acceptance and Payment Issuance Consultancy Services throughout the United Kingdom to Contracting Authorities is to help Central Government (CG) and the Wider Public Sector (WPS) customers define their payment requirements, their scope and intended outcomes. This will then make it easier to scope their requirements for further competitions in a clear and transparent way.  The Supplier shall be able to provide all of the following Services which include but are not limited to:   * Identify and define Contracting Authorities requirements in a clear and transparent way; * Review of a Contracting Authority’s processes and procedures within their payment landscape to make them more efficient and cost effective; * The Suppliers shall be able to provide advice and assurance on different payment models to the Contracting Authority with a clear assessment of each option, including but not limited to:   + Practicality   + Timescales   + Cost   + Comparative value for money; and   + Risk. * Review of a Contracting Authority’s systems to ensure that they are up to date and support the Contracting Authority’s objectives; * Development of a new service delivery model for a Contracting Authority; * Changing a Contracting Authority’s payment Strategy from insource to outsource or vice versa; * Review of a Contracting Authority’s channels used for payments, with a view to making them more efficient and cost effective; and * Support, design and implementation of projects that may follow on from initial work.   The Supplier shall be required to deliver Lot 7 Specialist Payment Consultancy Services throughout the United Kingdom only.  The individual Contracting Authorities shall confirm the scope of Services required within Call Off, in accordance with the Further Competition Procedure, detailed within Call Off Procedure (Framework Schedule X).  The Supplier may be required to work collaboratively on projects with other suppliers, Contracting Authority personnel at Call Off Contract level, to ensure greater value for money and results.  Any Call Off Contract under Lot 7 Specialist Contact Centre Consultancy Services shall not survive the expiry of the Framework Agreement by more than two (2) years.  The Supplier shall be able to provide all the Mandatory Requirements relating to Lot 7 as detailed in paragraphs 3 to 9 of this document. |
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1. **mandatory requirementS Lot 7 - SPECIALIST PAYMENT CONSULTANCY SERVICES**
   1. The Supplier shall meet the following mandatory requirements in paragraphs 2.1 to XXX in their entirety in order to provide the Services, during the Framework Period and until any Call Off Agreements established under this Framework Agreement expire.
   2. The Services are exclusively limited to the scope of the Mandatory and Optional requirements in paragraphs 2.1 to
   3. The Supplier shall deliver the Services which have been outlined within this Framework Agreement Schedule 2: Services and Key Performance Indicators - Part A – Goods and/or Services, in accordance with Good Industry Practice.
   4. Call Off Scope explanation – Insert Here
   5. The Supplier shall manage Specialist Payment Consultancy Services projects from inception to completion, including handover to the Contracting Authority.
   6. Where the Supplier handles any Commercially Sensitive Information, relating to the Contracting Authority, the Supplier shall have processes in place to ensure data security and confidentiality as set out in XXX of this document.
   7. The Supplier shall ensure that all work which is undertaken in respect of this Framework Agreement fully complies with all of the individual Contracting Authority’s policies and procedures, which will be set out by the Contracting Authority under their individual Call Off Agreements.
2. **Payment Projects – Lot 7**
   1. The Supplier shall be able to develop a strategy, design and build projects or implement a solution for a Contracting Authority’s current Payment Operations. This shall cover areas such as, but not be limited to:
      1. Reviewing a Contracting Authority’s payment landscape. This may include planning how a new service could be delivered;
      2. Reviewing and supporting a Contracting Authority through their internal processes, in order to get a new payment solution approved;
      3. Reviewing and/or updating the current Contracting Authority’s payment strategy or business plan;
      4. The current Contracting Authority’s payment processes including (but not restricted to:

* Payment acceptance:
  + Acquiring;
  + Gateway;
  + Alternative Payment Methods (APM);
  + Payment Fraud; and
  + Payment Equipment.
* Payment issuance:
  + Issuing;
  + Gateway;
  + Payment Fraud
    1. The current payment channels including, but not restricted to:
* Payment acceptance:
  + Card payments;
  + Alternative Payment Methods;
  + PISP; and
  + Bank Transfer.
* Payment issuance:
  + Cards, including pre-paid;
  + Non-card cash disbursement (e.g. vouchers, SMS, barcode); and
  + Bank Transfer.
    1. XXXX
  1. The Supplier shall be aware of future technology developments within the payments sector and identify potential impacts to the Contracting Authority’s Service provision.

1. **Project Reviews, Analysis and Recommendations – Lot 7**
   1. The Supplier shall provide the Contracting Authority a full Project Plan, which includes outputs and milestones. Project updates including milestone delivery, blockers, risks and issues, shall be provided to the Contracting Authority as required.
   2. The Supplier shall produce a project report to the Contracting Authority, based on an agreed scope with appropriate deliverables, which may include, but will not be limited to:

* Identification of proposed Payment Model(s) for the Contracting Authority;
* Stakeholder engagement, briefing and management;
* Strategy design - strategic road mapping of solutions or products that Contracting Authority would require;
* Testing and Certification of Contracting Authority’s systems
* An options appraisal including, but not limited to:
  + practicality;
  + timescales;
  + cost;
  + value for money; and
  + risk & compliance analysis - risk assessment and recommendations (including but not limited to system and process security).
* Requirements capture & specification build;
* Cost and efficiency saving opportunities in areas including, but not limited to:
  + channel strategy;
  + payment processes; and
  + supporting technology.
* Market insight and engagement - insight on consumer behaviour and trends, including but not limited to, the highlighting of best practice;
* Continuous improvement and benchmarking;
* Develop suitable service level agreements so that payment performance can be measured and monitored by the Contracting Authority;
* A training and knowledge transfer process to enable key learnings to be shared with the Contracting Authority;
* Handover process;
* Client acceptance criteria;
* Risk Management, including but not limited to:
  + project risks; and
  + dependencies.
* Financial Management, including but not limited to:
  + managing costs against budget; and
  + variances.
  1. The Supplier shall give the individual Contracting Authorities sufficient notice of all meetings arranged by the Supplier, in order to facilitate the opportunity for attendance by the individual Contracting Authorities, the other members of the Project Team and any other attendees, as may be necessary.
  2. For each Call Off the Supplier shall provide regular reports, as the individual Contracting Authorities may require. Each report shall:
* Illustrate progress against a delivery timetable including a comparison with target improvements, where applicable;
* Provide a forecast of the expected progress to the next reporting milestone;
* Identify those matters which require a decision from the individual Contracting Authorities and, where necessary, provide assistance to the individual Contracting Authorities to make an informed decision on all such matters;
* Track all risks and issues; and
* Record and log all actions.
  1. The Supplier shall organise and attend workshops as required within the Call Off Agreement, the delivery timetable or as otherwise requested by the Contracting Authority to ensure any efficiencies identified are maintained and improvements are achieved.
  2. The Supplier shall ensure that it holds a project evaluation review meeting at regular intervals with the Contracting Authority and completes any actions in a timely manner.

1. **Cost Optimisation – Lot 7**
   1. The Supplier shall ensure the most effective and efficient resourcing model is offered to the Customer.
   2. The Supplier shall have processes and systems in place to ensure costs and pricing are managed appropriately during the Call Off Contract. This shall ensure that an effective mix of the grades of the project team are assigned and managed during the Call Off Contract to ensure best value for money for the Customer.
   3. The Supplier shall ensure that the assignment is completed to the Customer’s budget and timeframe. If there is any variance to this the Supplier shall inform the Customer as soon as possible, and where possible mitigate the time lost.
   4. The Supplier shall, at all times, maintain accurate records of all payments and other matters relating to its duties and retain copies of all invoices and supporting documentation. If requested, the Supplier shall make such records available to the CCS and individual Customers, in accordance with Clause XXX (Records, Audit Access and Open Book Data) of the Framework Agreement.
2. **Resource Management – Lot 7**
   1. The Supplier shall ensure that project team members have suitable project experience and skill sets, to meet the Contracting Authorities requirements. This may include, but not be restricted to:

* Successful delivery of local and national projects, across either the public and private sector;
* Managing and working collaboratively with mixed project teams, containing individuals from both the Supplier and Customer; and
* Mentoring and coaching.
  1. For projects that have a design, build or delivery element, the Supplier shall ensure that at least one member of the project team has PRINCE 2, six sigma, AMP or an equivalent project management qualification.
  2. The Supplier shall provide each Contracting Authority with a named contact and specific project team, regardless of location and contract value.
  3. The Supplier shall undertake all reasonable measures to ensure continuity of Personnel.
  4. The Supplier shall provide personnel who have the relevant professional qualifications, technical skills and experience in respect of the Service, as set out in Annex X (Lot 7 - Qualifications and Experience).
  5. The Supplier shall provide Personnel, whose standard of security clearance is compliant with the Authority and individual Contracting Authorities’ security requirements, which will be confirmed at Call Off Agreement stage.
  6. In the event of the absence of Personnel previously allocated, the Supplier shall ensure that subsequent replacement Personnel shall be of the same level of relevant experience, and have the required level of security clearance. The Supplier shall ensure that any replacements are agreed with individual Contracting Authorities, and that suitable arrangements are made for handover to enable a smooth transition, minimise any detrimental effect and avoid any additional costs to the individual Contracting Authorities.
  7. Where additional costs may arise, as a result of change of Personnel requested by the Supplier, the Supplier shall obtain prior consent from individual Contracting Authorities, unless otherwise agreed by the Parties; the Supplier shall meet all additional costs, in this instance.
  8. Where additional costs may arise, as a result of change of Personnel requested by individual Contracting Authorities, the Supplier shall obtain prior consent from the individual Contracting Authorities, unless otherwise agreed by the Parties; any additional costs will be agreed between the Supplier and individual Contracting Authorities, prior to the change.
  9. Where Contracting Authorities have specialist requirements relating to individual projects and/or Service provisions, these will be specified by the Contracting Authority Scope at the Call Off Agreement stage. For example, such specialist requirements may include, but are not limited to:
* specific security clearances;
* sector specific requirements and/or experience and other provisions; and
* standards connected to delivery of the Services to the individual Contracting Authorities.
  1. The Supplier shall ensure the co-ordination of all outputs provided by its supply chain in the delivery of the Services, and shall effectively manage all interface risks to provide a seamless service to the Authority and/or Contracting Authorities.

1. **Change Management – Lot 7**
   1. The Supplier shall develop change management policies and strategies to meet the Contracting Authorities’ payment strategy.
   2. The Supplier shall be able to implement the change management policies and strategies, as agreed with the Contracting Authority.
   3. The Supplier shall manage the change management process, ensuring that all change requests are logged and responded to in a timely manner.
   4. The Supplier shall produce and distribute technical notes and facilitate any workshops, as required by the Contracting Authority.
2. **Procurement Advice and Support - Lot 7** 
   1. Where the procurement of a Payment Issuance and/or Payment Acceptance model is proposed, the Supplier and the Contracting Authority shall primarily go to market for Lot(s) 1, 2, 3, 4 and/or 5 of this framework RM6118 for Payment Acceptance and/or Lot(s) 1, 2 and/or 3 of RM3828 framework (and any subsequent replacement) for Payment Issuance, at all times.
      1. The Supplier shall provide the Authority with a justification report should the proposed Payment Model opt out of utilising the Lot(s) of above frameworks, this should include
   2. The Supplier may be asked to provide procurement advice and support to a Contracting Authority as part of their Call Off Contract. This may include, but not be restricted to:

* Compiling insights gained from market engagement to inform the procurement strategy;
* Identifying and documenting the Contracting Authority’s procurement strategy;
* Developing the Tender documentation to support the procurement and Contact Centre strategy;
* Managing Supplier Bootcamp sessions;
* Assessing Supplier bids against the Tender documentation;
* Completing the award documentation, in line with the Contracting Authorities internal governance process;
* Providing advice and guidance, in dealing with complaints/challenges or identified issues of non-compliance; and
* Ensuring that any procurement activity adheres to the Public Contract Regulations 2015 (as amended) where applicable.

1. **Management Information - Lot 7** 
   1. The Supplier shall provide Management Information to CCS as detailed in Framework Schedule 9 (Management Information).
   2. The Supplier shall provide a report on a monthly basis to CCS detailing all Services that the Supplier is delivering into all Customers. This is to support the increase of commercial, administrative efficiencies and benefits including the future development of this Framework Agreement.
   3. The Supplier shall provide a list of all their consultancy contracts/stakeholders to CCS within one month of the Framework Commencement Date and then on a quarterly basis until the end date of the Framework Agreement.
   4. The Supplier shall also provide the following information included within the Management Information report:

* Framework Agreement spend with central government departments and wider public sector;
* Report of Services (as detailed in paragraphs XX to XX of this document); and
* Further competition details, for example direct award, further competition or single tender action.

1. **Contract Management - Lot 7** 
   1. The Supplier shall adhere to the requirements of Framework Schedule 8 (Framework Management).
   2. The Supplier shall maintain a working knowledge of public competition, tendering and financial regulations.
   3. The Supplier shall provide a full exit management plan to the Customer as detailed in Call Off Schedule 9 (Exit Management).
   4. The Supplier shall ensure that it raises its standards of Service delivery throughout the Framework Period, and shall promote best practice to become working practice.
   5. The Supplier shall work with its supply chain (if applicable) and the Supplier Personnel to proactively manage project risks, and to deliver mutual benefits and the most successful outcome for the Customer.
   6. The Supplier shall alert CCS and/or the Customer of any adverse media statements in any format directly relating to themselves or the Services provided under this Framework Agreement as per paragraph 28 (Publicity and Branding) of the Framework Agreement.
   7. The Supplier shall ensure that they deliver the Services as detailed in the Further Competition Procedure and the Customer shall not have to extend the Call Off Contract.
2. **Marketing - Lot 7** 
   1. The Supplier shall work with CCS and/or the Customer to agree ongoing marketing and publicity and general promotional material and initiatives throughout the term of the Framework Agreement. The Supplier shall raise awareness of the Services and encourage uptake, in accordance with the requirements of Framework Schedule 29 (Marketing).
   2. Any marketing materials shall be agreed in advance by CCS and/or Customer and contain branding specific to the Customer if required at no additional cost.
   3. The Supplier shall not site or disparage CCS’ reputation during their marketing or sales activity or communications for this Framework Agreement or any others from CCS, in accordance with Framework Agreement.
3. **Spend under management and savings - Lot 7** 
   1. The Supplier shall work collaboratively with CCS and/or Customers to identify and deliver savings, and identify and act on, opportunities for increased spend under management throughout the life of the Framework Agreement.
   2. The Supplier shall support CCS with reasonable endeavours to record savings with Customers of this Framework Agreement.
   3. The Supplier will record the security clearance level of the Supplier Personnel, for the Customer and the security reference number in the technology platform.