



Buyer Needs

RM6173 – Automation Marketplace Dynamic Purchasing System Agreement



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1 Introduction

1.1 Buyer Needs Statement

Crown Commercial Service (CCS) is seeking to establish a Dynamic Purchasing Agreement (DPS) for the provision of automation services for all UK central government departments, wider public sector organisations and charities as listed in the OJEU Contract Notice for RM6173 – Automation Marketplace DPS.

This DPS Agreement will be managed by CCS and any contract(s) awarded under this DPS Agreement will be managed by individual Buyers.

The initial duration period of this DPS is for 2 years (24 months) with options to extend twice for a period of up to 12months per extension (2+1+1) from the expiry of the Initial RM6173 DPS Agreement period, by giving the Suppliers no less than three (3) Months' written notice

In the event that the DPS is terminated, CCS shall give the Supplier no less than three (3) Months written notice. CCS acknowledges that this DPS will not be terminated within the initial first two (2) months from the commencement date.

1.2 The Opportunity

The DPS will provide Central Government Bodies and the wider public sector with the opportunity to procure an extensive range of automated Services via a comprehensive number of Suppliers.

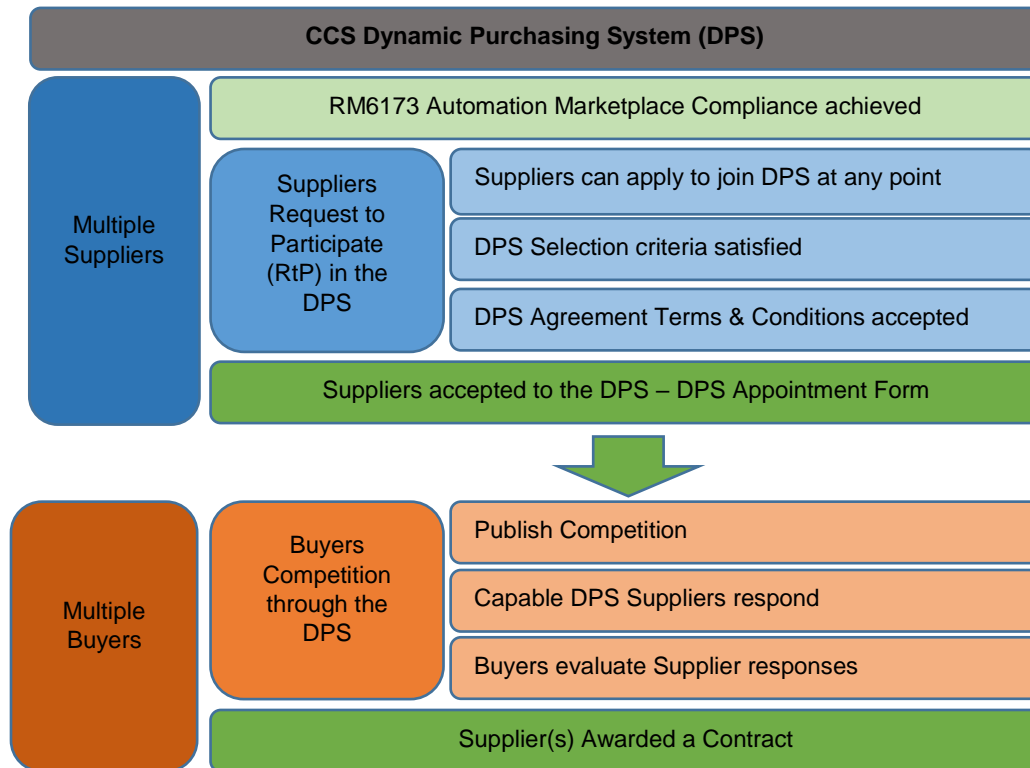
Upon application to join the DPS, bidders are required to indicate which product and Services they are able to bid for. It is therefore essential that bidders select the exact elements relevant to their Service offering in order to be invited to the relevant competitions. Should the bidders be appointed onto the DPS, it is essential bidders review their Service offering at regular intervals to ensure their services reflect any enhancements or refined services throughout the lifetime of the DPS.

Buyers will use the product and Service filters as detailed in Attachment 1 - Automation Marketplace DPS Product and Services Matrix, to short list appointed Suppliers, who can fulfil the Service requirements and invite to a Competition.

Buyers may enter into a Contract with Suppliers for a period of their determining, which may exceed the duration of the DPS, should this DPS be terminated at any point in time. The flexibility of the contracting period allows the Buyer to determine appropriate contracting timelines required in order that the Supplier can meet the needs of the Buyer for large or complex projects.

1.3 What is a Dynamic Purchasing System (DPS)?

A DPS is a public sector sourcing tool for common goods and services under regulation 34 (Dynamic Purchasing Systems) of the [PCR 2015](#). Bidders can apply to join at any point and don't require any special IT equipment as a DPS eliminates unnecessary up-front activity for the bidder.



1.4 How will the Services within the DPS for RM6173 – Automation Marketplace be organised?

The DPS will be organised into distinct categories so:

- Bidders can indicate all Services relevant to their offering, and
- Buyers can filter the products and Services to produce a shortlist of appointed Suppliers to invite to a competition.

The four (4) distinct categories comprise of:

- Design (Strategy & Business Transformation)
- Build (Problem Solving with Technology Solution)
- Live (Resource and Training)
- License (products and Services licenses)

Full details of the four (4) distinct categories and the sub-categories can be found at Attachment 1 – Automation Marketplace DPS Product and Services Matrix.

1.5 Who are the Buyers of the RM6173 – Automation Marketplace DPS Agreement?

The RM6173 – Automation Marketplace DPS will be available to all Central Government Bodies and wider public sector Buyers as listed in the Contract Notice, including but not limited to the following:

Central Government:

Environment

Defence

Other Central Government

Wider Public Sector:

- Education

- Fire and Rescue

- Health

- Local Government

- Not for Profit (Charitable)

- Police

- Housing Association

Other Wider Public Sector

1.6 What are the benefits of the RM6713 - Automation Marketplace DPS Agreement?

- Simpler, quicker process – accessible for all Suppliers seeking opportunities to provide automation Services to the public sector.
- Automated, electronic process – streamlined electronic process through an electronic platform.
- Flexible - new bidders can apply to join at any point.
- Choice - increased scope/scale of Service offerings and access to public sector business.
- Filtering of Supplier offering - ensures Suppliers receive notifications of competitions that are relevant to their Service offering.
- Efficiencies – reduces Suppliers costs and process cycle time.
- Innovative - gives Buyers access to the most up to date innovative services by allowing suppliers to add services at any time

1.7 What is the estimated value of the RM6713 – Automation Marketplace DPS Agreement?

The estimated value is £15m (excluding VAT) in the first year, growing to £20m (excluding VAT) in year two, £30m (excluding VAT) in year three and £30m (excluding VAT) in year four in line with targeted growth strategies. This will comprise multiple Contracts with multiple Suppliers, however there is no guarantee of work or spend under this RM6173 DPS Contract.

1.8 The current situation

This RM6173 – Automation Marketplace DPS Agreement is a new offering from CCS. At present CCS does not have any commercial offerings via a single route associated with the provision of automated services. Some services are partially available via G-Cloud.

2. Specification (DPS Schedule 1 (Specification))

2.1. Our priorities

The key priorities of this offering are to deliver through a commercial route a comprehensive range of automation services from a diverse range of Suppliers.

2.2. Scope

The Supplier shall provide automation services for Buyer organisations that shall include but not be limited to the following;

- Design (Strategy and Business Transformation)
- Build (Problem Solving with Tech Solutions)
- Live (Resource and Training)
- License (products and Services licenses)

Other key elements:

- Design (Strategy and Business Transformation)
 - Business Strategy and Change Management
 - Business Case Development
 - Benefits Realisation
 - Analytics
 - Cloud Migration Strategy
 - Automation Road Mapping
 - Customer Journey
 - Setting up a Centre of Excellence
- Build (Problem Solving with Tech Solutions)
 - Business Process Optimisation
 - Business Process Improvement
 - Process Discovery
 - Desktop Automation
 - Robotic Process Automation
 - Cognitive Automation
 - Natural Language Processing
 - Optical Character Recognition
 - Computer Vision
 - Computer Audition
 - Text to Speech and Speech to Text
 - Machine Learning
 - Smart Workflow
 - Analytics

- Live (Resource and Training)
 - Time and Materials Resource
 - Training Packages for Educational Workshops
 - Training In-House Capability with Digital Skills
 - Workforce Training
 - Coaching

- License (products and Services licenses)
 - Orchestration Licences relating to 'Build – Problem Solving with Tech Solutions'
 - Components Licences relating to 'Build – Problem Solving with Tech Solutions'
 - Integrator Platforms
 - Software as a Service (SaaS)
 - Platform as a Service (PaaS)
 - Analytics Licenses
 - Licencing Support
 - Cloud Based Managed Services
 - Automation Operation and Managed Services

2.3. Mandatory Service Requirements:

This section provides details of the mandatory service delivery requirements that the Supplier shall be expected to fulfil in their entirety, in order to meet the requirements of this DPS Contract.

It is important that the Supplier take time to fully understand this important part of the Service delivery requirement, all mandatory requirements as listed below shall be required at DPS Start Date with the Authority.

- Innovation
- Standards
- Security
- Vetting of Supplier Staff
- Ordering
- Knowledge Transfer
- Environmental
- Sustainability
- Social Value

2.4. Innovation

In providing the Services to the Buyer, the Supplier agrees to use reasonable commercial efforts to:

- a) Identify opportunities to implement new applications, processes and technology advantageous to the needs of the Buyer, and
- b) Meet with the relevant Buyer personnel periodically, at least once every twelve (12) months, or more frequently as the Buyer may request, to inform the Buyer of any new applications, processes, technology, trends and directions which the Supplier are developing or is otherwise aware of that could reasonably be expected to have an impact on the Buyer's operations, or material aspects of the Service.

2.5. Standards

The Supplier shall comply with the appropriate Standards (or equivalent) as updated and applicable for the RM6173 Automation Marketplace DPS which shall include but not be limited to:

Service Management Standards

- BS EN ISO 9001 "Quality Management System" Standard or equivalent.
- ISO 10007 "Quality Management Systems – guidelines for configuration management".

Environmental Standards

- BS EN ISO 14001 Environmental Management System standard or equivalent.

Accessible IT Standards

- World Wide Web Consortium (W3C) Web Accessibility Initiative (WAI) Web Content Accessibility Guidelines (WCAG) 2.1 Conformance Level AA.
- ISO/IEC 13066-1:2011 Information Technology - Interoperability with assistive technology (AT) – Part 1: requirements and recommendations for interoperability.

Information Technology Standards

<https://www.gov.uk/government/publications/open-standards-principles>

<https://www.gov.uk/guidance/government-design-principles>

<https://www.gov.uk/service-manual/service-standard>

<https://www.gov.uk/government/publications/greening-government-ict-strategy>

<https://www.gov.uk/government/publications/open-source-open-standards-and-re-use-government-action-plan>

- ISO 27001 Information Security Management standard or equivalent.
- ETSI TS 103 645 Cyber Security for Consumer Internet of Things

Architecture Standards

- ISO 27001 Information Security Management standard or equivalent.
- ETSI TS 103 645 Cyber Security for Consumer Internet of Things

Artificial Intelligence (AI) Standards

Suppliers must comply with Buyer requirements in respect of AI ethical standards where applicable.

2.6. Security

The Supplier shall be required to have their own security operating procedures that shall be made available to Buyer.

The Supplier shall ensure appropriate security Standards, controls and measures in place such as access to premises.

The Supplier shall ensure that any suspected or actual security breaches are reported to the Buyer representative immediately.

The Supplier shall provide details of their personnel security procedures and upon request provide details of all personnel that they intend to use in the delivery of the Services.

2.7. Vetting of Supplier Staff

The Supplier shall ensure that all their personnel vetting procedures, under the DPS Contract and individual Contracts entered into under it by Buyers comply with the British Standard, Security Screening of Individuals Employed in a Security Environment – BS 7858:2012 or agreed equivalent, unless otherwise specified by Buyer at the Competition stage.

The Supplier shall where applicable provide details of its Supplier Staff security procedures to Buyers and contact details of all Supplier staff who will be involved in the delivery of the Services, when requested by Buyers.

2.8. Ordering

The Supplier shall provide an effective ordering facility to enable Buyers to submit Orders for Goods and/or Services.

2.9. Knowledge Transfer

The Supplier shall implement a knowledge transfer process for use both throughout the Contract and prior to DPS Expiry Date and/or termination of the agreement to ensure the Supplier Staff share the knowledge they have gained and used while performing the Services with the Buyer. The knowledge transfer process shall ensure that important knowledge, information, and practices pass from the Supplier and Supplier Staff to the Buyer.

At a minimum, such knowledge transfer processes will include Supplier meeting with the Buyer personnel and at least once every twelve (12) months, or more frequently as the Buyer may request, to;

- (a) explain how the Services are provided; and
- (b) provide such knowledge transfer, Documentation and other materials as requested to understand and provide the Services after the expiration and/or termination of the agreement.

2.10. Environmental

The Supplier shall ensure that all Electric and Electronic Equipment (EEE) provided in association with the delivery of the Goods and/or Services, is compliant with Restriction of Hazardous Substances (RoHs), Regulations and the UK Waste Electrical and Electronic Equipment (WEEE) Regulations, where appropriate, including Producer Compliance Scheme registration. Full details can be accessed via the following links:

<https://www.gov.uk/guidance/rohs-compliance-and-guidance>
<http://www.hse.gov.uk/waste/waste-electrical.htm>

The Supplier shall, where applicable, effectively manage the Services supplied under this DPS Contract, in order to minimise any impact on the environment.

The Supplier shall, where applicable, work proactively with Buyers in relation to the provision of Services, which includes but is not limited to, the following areas:

- noise reduction;
- removal of unwanted consumables;
- heat production reduction in confined spaces.

The Supplier shall be responsible, where applicable, for the collection and disposal of all packaging, materials and redundant or replacement spare parts in accordance with WEEE Regulations which can be accessed via the following link:

<http://www.legislation.gov.uk/ukxi/2013/3113/contents/made>

The Supplier shall, where applicable, take steps to encourage the reuse of any WEEE generated in the delivery of Services as promoted by the WEEE Directive.

The Supplier shall demonstrate their full re-use or recycling streams upon request from Buyers.

2.11. Sustainability

The Supplier shall, where requested by Buyers, work with them to identify opportunities to introduce innovation, reduce cost and waste and ensure sustainable development is at the heart of their operations.

The Supplier shall ensure that they consider the relevance of sustainability at all lifecycle stages of the Deliverables provided under this DPS Contract including minimisation of negative impacts and the maximisation of positive impacts on society and the environment.

The Supplier shall, where applicable, ensure that in providing the Deliverables it does so in such a manner as to minimise any negative impact on the environment.

2.12. Social Value

The Supplier shall identify any Social Value options which are appropriate to Buyers as part of any Order Procedure. In addition to this, the Buyer can identify specific Social Value priorities at the point of ordering. Any Social Value options selected by Buyers at the point of Order Contract award, shall be in accordance with the Government's Social Values which are current at that point in time.

The Supplier shall complete annual Corporate Social Responsibility (CSR) assessments upon request from Buyers. For more information on Social Value please see the following link :

<https://www.gov.uk/government/publications/social-value-act-introductory-guide>

Annex A - Glossary

Contract Notice	means the Contract Notice published within the OJEU
Buyer	means the bodies listed in the OJEU Notice;
Government Social Values	means Buyers should consider the collective social, economic and environmental benefits of each individual Contract when Buyers choose to award the Contract. These benefits should align with the UK government's Social Value priorities.
Social Value	means wider social, economic and environmental benefits that can be secured through the delivery of contract and defined with The Public Services (Social Value) Act which came into force on 31 January 2013.