

# Artificial Intelligence supplier onboarding

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**Artificial  
Intelligence**  
Supplier onboarding  
September 2020



Crown  
Commercial  
Service

# Introduction

**Host:**

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**Speaker:**

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## What do I need to know?

- Crown Commercial Service (CCS) Introduction
- Artificial Intelligence DPS Overview
- What it means for you as an appointed supplier
- The buying process
- How we will work together



Our agenda for the next hour will start with me introducing Crown Commercial Service, for those of you unfamiliar with the organisation.

I will then give an overview of the artificial intelligence DPS agreement, explain the buying process, how you will find out about work on the agreement and the scope and services offered, before discussing how we will work together

There will be a Q&A session at the end of the webinar - if you have any questions throughout, please ask these via the chat function to the host

We will answer any questions at the end of the webinar - if there are any questions we cannot answer, either because we need more time or to confirm an answer and get back to you, these will be available in the Q&A doc that will be sent to all attendees and later uploaded to our webpage for this agreement

## **Introducing Crown Commercial Service**

We help organisations across the entire public sector save time and money on buying their everyday goods and services...

## Introducing Crown Commercial Service

- Commercial expertise
- Supporting frontline services
- Significant savings
- Customer focused
- Bulk buying power



We do this by bringing policy, advice and direct buying together in a single organisation with the aim of:

- Make savings for customers in both central government and the wider public sector
- Achieving maximum value from every commercial relationship
- Improving the quality of service delivery for common goods and services across Government
- We work with over 17,000 customer organisations in the public sector and our services are provided by more than 5,000 suppliers
- Locations in Liverpool, Newport, Norwich, Leeds, Bristol and London and soon to be Birmingham

## Artificial Intelligence (AI) DPS Summary

- Discovery and consultancy work related to AI, software applications and end-to-end partnerships
- Data ethics and Artificial Intelligence
- Standards and guidelines for the delivery of AI services, including for data driven technology in healthcare
- This agreement can be used by the whole of the UK Public Sector and their associated bodies & agencies



We worked in collaboration with the Office for Artificial Intelligence on the strategic direction for this DPS, in terms of requirements and standards

There is a lot of good information already out there and we did not want to reinvent the wheel, so we have collaborated with the Office for AI and World Economic Forum to ensure this DPS aligns to existing best practices and guidelines, and promotes them throughout the agreement.

The services offered under this DPS will support customers to scope the problem or project, understand how to solve problems using AI to maximise value and increase efficiency of processes.

We have also worked to design an agreement that will help customers to build in a strong ethics process to their procurements.

Where a Buyer organisation has stated that there is an ethical dimension to their procurement, it is important that Suppliers who bid for that work are committed not only to delivering the technical elements of the procurement, but also delivering ethically

Suppliers must also comply with standards and guidelines for data driven technology in healthcare, for those looking to provide medical AI technology

Suppliers must work within these frameworks and will be required to adhere to

standards and guidelines as appropriate.

## Benefits of Artificial Intelligence DPS?

- Customer guidance and ordering process aligns to government standards and guidelines, including the Data Ethics Framework and the Office for AI's Guidelines for AI Procurement.
- This DPS promotes standards and criteria for artificial intelligence and data driven technology in healthcare.
- The agreement addresses ethical considerations when innovating and buying artificial intelligence and was designed to help customers build in a strong ethics process.
- Bespoke terms have been added to support Intellectual Property Rights in the AI market.
- This agreement ensures the appropriate suppliers are accessible to provide the right service offerings, to reduce procurement timescales and ultimately to provide an easier route to market for the type of AI

## Our priorities

- Support the innovation of public sector organisations using AI technology to free up time and raise productivity
- Promote government's guidelines for the ethical use of data for AI
- Support the public sector to understand how to solve problems using AI, to maximise value of data assets and increase efficiency of processes
- Social value

The need for this DPS was driven by the government industrial strategy, to create an economy that boost productivity and earning power throughout the UK.

This DPS aims to support the innovation of public sector organisations using AI technology to free up time and raise productivity. Help build a skilled workforce and ultimately deliver better public services to UK citizens.

One of the grand challenges to put the UK at the forefront of the industries of the future is AI and Data Economy. This challenge, set by our government, will put the UK at the forefront of the artificial intelligence and data revolution.

There is a huge opportunity to deliver social value under this agreement.

Some examples which we have highlighted in the specification of this DPS are to support the government AI Strategy's key commitment to work with academia, the broader research community, industry and end users to integrate AI into future Industrial Strategy Challenge Fund challenges.

Industry action to support can include but is not limited to working with universities to sponsor involvement with AI, developing industry-funded Masters programmes in AI, donating equipment, supporting time spent in production to develop skills.

To enable public sector organisations to commit to increasing the diversity in the AI workforce and support efforts to address this, led by the AI Council.

Ways to support these efforts include but are not limited to working with organisations in local communities to support: coding for girls, women in tech, individuals from minority ethnic backgrounds, individuals with disabilities, disadvantaged children with IT/literacy, school hackathons.

To support the government's National Retraining Scheme to ensure a highly skilled workforce by identifying where and how staff can be used more efficiently within the customer organisation and identify and/or retrain those whose jobs are at risk of being displaced as a result of implementing AI and automation.

## Ethics and guidelines

- Data ethics guidance
- Guidelines for AI procurement (published 8 June 2020)
- Standards and criteria for AI and data driven technology in healthcare

### Data ethics guidance

Guidance on how to implement the Data Ethics Framework, with guidance and tools for the public sector

<https://www.gov.uk/government/collections/data-ethics-guidance>

### Guidelines for AI procurement

Guidelines for AI procurement were published by The Office for AI on 8 June 2020:

<https://www.gov.uk/government/publications/guidelines-for-ai-procurement/guidelines-for-ai-procurement>

We are in the early days of deploying AI systems in Government and are continuously discovering new benefits for using AI systems to drive decision making, as well as challenges and risks that need to be addressed.

The guidance mostly refers to the use of machine learning. These guidelines provide a set of guiding principles on how to buy AI technology, as well as insights on tackling challenges that may arise during procurement. It is the first of such guidance, and is not exhaustive.

These guidelines have been developed by the Office for AI in collaboration with the

World Economic Forum Centre for the Fourth Industrial Revolution, Government Digital Service, Government Commercial Function and Crown Commercial Service

Central government departments and other public sector bodies should use these guidelines for contracts let under our upcoming AI DPS

### **AI procurement in a box**

The Office for AI co-created the AI Procurement in a box, which a toolkit to help public sector procurement professionals rethink their approaches to AI procurement:

<https://www.weforum.org/reports/ai-procurement-in-a-box/workbook#report-nav>

**New standards may be published during the life of the DPS, some of the main sources for the standards are:**

Data Ethics framework:

<https://www.gov.uk/government/publications/data-ethics-framework/data-ethics-framework>

The Centre for Data Ethics and Innovation

<https://www.gov.uk/government/organisations/centre-for-data-ethics-and-innovation>

The Committee on Standards in Public Life report "Artificial Intelligence and Public Standards"

<https://www.gov.uk/government/publications/artificial-intelligence-and-public-standards-report>

Information Commissioner's Office report "Big data, artificial intelligence, machine learning and data protection"

<https://ico.org.uk/media/for-organisations/documents/2013559/big-data-ai-ml-and-data-protection.pdf>

### **Medical AI Technology**

Suppliers applying to provide medical AI technology will be required to demonstrate compliance with standards and guidance such as the:

- DHSC Code of Conduct for Data Driven Technology
- NHSX's Digital Health Technology Standards and
- The NICE Evidence Standards Framework

Suppliers will also need to meet requirements for regulatory approval, to identify if the AI technology or software meets the definition of a medical device, register with

MHRA and apply for a CE marking of the appropriate class.

Information governance such as meet the principles of the Data Protection Act, demonstrate compliance with NHS Governance Standards

Suppliers must meet criteria for safety and performance in each local deployment of medical AI technology such as Clinical Risk Management standards.

**New Healthcare standards may be published during the life of the DPS, some of the main sources for the standards are:**

Standards and Guidance which suppliers will be required to demonstrate compliance with:

DHSC Code of Conduct for Data Driven Technology, sets out Government's expectations for the development, deployment and use of data driven technology:  
<https://www.gov.uk/government/publications/code-of-conduct-for-data-driven-health-and-care-technology/initial-code-of-conduct-for-data-driven-health-and-care-technology>

NHSX's Digital Health Technology Standard, sets out how suppliers can develop digital health technologies in a manner which enables accelerated review and commissioning into the NHS:  
[https://www.nhsx.nhs.uk/media/documents/NHS\\_Digital\\_Health\\_Technology\\_Standard\\_draft.pdf](https://www.nhsx.nhs.uk/media/documents/NHS_Digital_Health_Technology_Standard_draft.pdf)

NICE Evidence Standards Framework for Digital Health Technologies, sets out the level of evidence which suppliers have to provide in demonstrating new technologies are clinically safe and offer economic value:  
<https://www.nice.org.uk/Media/Default/About/what-we-do/our-programmes/evidence-standards-framework/digital-evidence-standards-framework.pdf>

DHSC's five guiding principles and a framework to help the NHS and partners realise benefits for patients and the public:  
<https://www.gov.uk/government/publications/creating-the-right-framework-to-realise-the-benefits-of-health-data/creating-the-right-framework-to-realise-the-benefits-for-patients-and-the-nhs-where-data-underpins-innovation#guiding-principles>

**Requirements for regulatory approval:**

Identify if the AI Technology or software meets the definition of a medical device, register with MHRA and apply for a CE marking of the appropriate class.

Identifying if AI Technology / Software is a Medical device and gaining a CE mark:  
[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/890025/Software\\_flow\\_chart\\_Ed\\_1-06\\_FINAL.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/890025/Software_flow_chart_Ed_1-06_FINAL.pdf)

Registering a Medical Device with MHRA:

<https://www.gov.uk/guidance/register-as-a-manufacturer-to-sell-medical-devices>

If the AI technology provides a health or care service which fits one of CQC's fourteen regulated activities, it requires registration with the Care Quality Commission.

List of CQC regulated activities:

<https://www.cqc.org.uk/guidance-providers/registration/regulated-activities>

Identify if the AI technology contributes to a pharmacy service, if so require demonstration General Pharmacy Council Registration.

### **Suppliers will be required to meet the following criteria for Information Governance:**

Meet the principles of the Data Protection Act: <https://www.gov.uk/data-protection>

Demonstrate compliance with the national data opt-out policy when using NHS data:

<https://digital.nhs.uk/services/national-data-opt-out/supporting-patients-information-and-resources>

Comply with NHS Information Governance Standards:

<https://digital.nhs.uk/data-and-information/looking-after-information/data-security-and-information-governance>

Apply to the Health Research Authority if personal identifiable data is being collected and processed without consent:

<https://www.hra.nhs.uk/approvals-amendments/what-approvals-do-i-need/confidentiality-advisory-group/>

### **Safety and performance in each local deployment:**

Suppliers will also be required to meet the following criteria

Clinical Risk Management Standard DCB0129:

<https://digital.nhs.uk/data-and-information/information-standards/information-standards-and-data-collections-including-extractions/publications-and-notifications/standards-and-collections/dcb0129-clinical-risk-management-its-application-in-the-manufacture-of-health-it-systems>

Clinical Risk Management: ITs Application in the Deployment and Use of Health IT Systems DCB0160:

<https://digital.nhs.uk/data-and-information/information-standards/information-standards-and-data-collections-including-extractions/publications-and-notifications/standards-a>

[nd-collections/dcb0160-clinical-risk-management-its-application-in-the-deployment-and-use-of-health-it-systems](#)

NHS England mandated Safety Standards (SCCI0129):

<https://digital.nhs.uk/services/solution-assurance/the-clinical-safety-team/clinical-risk-management-standards>

ISO 14971 Medical Devices - Application of risk management to medical devices:

<https://www.bsigroup.com/en-GB/medical-devices/our-services/iso-14971/>

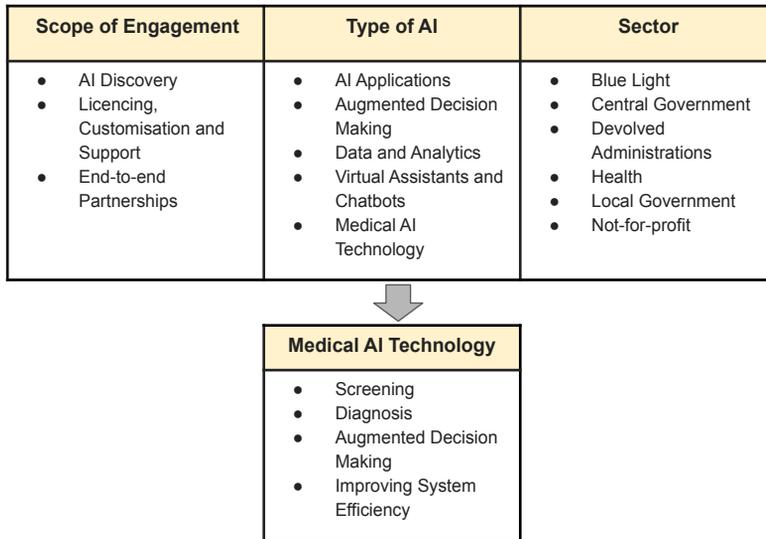
Suppliers should also meet any other standards or requirements relating to risk management as required by the local site which the AI technology or solution is being deployed into.

# What it means for you as an appointed Supplier?



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## What are the required services?



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The services offered under this DPS will support customers to scope the problem or project, understand how to solve problems using AI to maximise value and increase efficiency of processes

Experienced customers are able to purchase licencing, customisation and support directly from suppliers on this DPS.

Customers will also be able to access end-to-end partnerships.

Some of the services we expect to see are:

- Discovery and consultancy work related to the use of artificial intelligence in public services
- Development, implementation and support of artificial intelligence systems in the public sector
- Data analytics using artificial intelligence
- The development and implementation of intelligent virtual assistants and intelligent personal assistants
- Medical artificial intelligence technology (only customers who have selected to provide Medical AI Technology in filter category 2 will be asked to meet criteria

- of sub-filter Medica AI Technology)

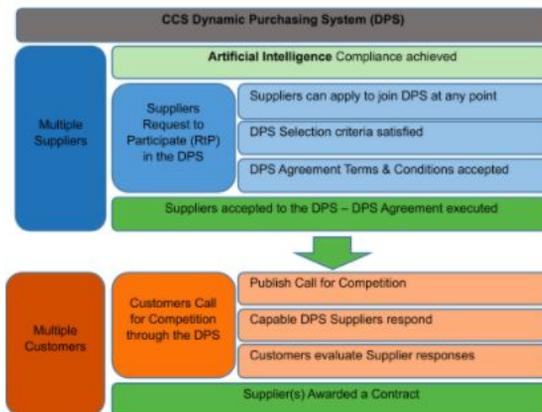
There is no guaranteed spend through this DPS, the total value will be dependent on business demand from Buyers and the success and effectiveness of the service provision.

## What is a Dynamic Purchasing System (DPS)?

- It is an electronic procurement procedure used to develop contracts for goods and services commonly available on the market. Requirements are divided into filters for goods and services.
- Pre-qualification stage of the procurement process – SELECTION STAGE.
- The DPS should be set up using the restricted procedure and some other conditions as set out in Regulations 28 (Restricted Procedure) and 34 (Dynamic Purchasing Systems) of the Public Contracts Regulations 2015).

The dynamic purchasing system provides an accessible route for customers to a wide range of choice in existing and emerging service areas for customers. It will provide all suppliers including a wide range of SMEs with a simplified process to apply to on-board at any time, creating a diverse marketplace with a wide range of applicable skills. The DPS will allow customers to access a broader and more competitive marketplace when entering into a call for competition.

# What is a Dynamic Purchasing System (DPS)?



## What is a Dynamic Purchasing System (DPS)?

DPS is a Dynamic Purchasing System. This is a procurement procedure, similar to a framework agreement, with a different set of requirements

This 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 activity for the Bidder, up front:

## The DPS Contract

- DPS Appointment form
- DPS Core Terms
- DPS Schedules
  - Order schedules
  - Joint schedules

The Public Sector Contracts have been used for this procurement and can be found in the relevant bid pack.

The Public Sector Contracts are made up of standard core terms, used in every procurement and the relevant DPS Order and Joint schedules.

The DPS contract is also formed by the DPS appointment form - between CCS and the Supplier - which will allow you to be considered for Order Contracts to supply deliverables in Service Filter Categories for artificial intelligence services.

You will not be able to deliver in filter categories, other than those listed in the appointment form. You will be able to add services in categories over the lifetime of the DPS - which will require your application to be reassessed.

The supplier will be eligible for the award of Order Contracts during the DPS contract period

Each order contract will be between a supplier and the buyer (contracting authority)

We have also added special terms in the ICT Schedule, around Intellectual Property Rights, in light of feedback from the supplier pre-market engagement sessions we held back in February/March. The traditional IRP model in the Public Sector Contract is that supplier own their background IP and project specific IP transfers to the customer.

Within AI, some of the IP developed during a project is developed automatically by the software. It doesn't make sense to transfer that to the customer. So we've added a definition of 'Emergent IP' to cover that and keep that IP assigned to you, the supplier.

Further information is available in the bid pack documents on the Supplier Registration Service. This information was also previously sent to those who registered an interest in this DPS.

## The DPS Contract

- How the contract works
  - The Supplier is eligible for the award of Order Contracts during the DPS Contract Period
  - Each order contract is between a Supplier and Buyer

### Each Order Contract:

- is a separate Contract from the DPS Contract
- is between a Supplier and a Buyer
- includes Core Terms, Schedules and any other changes or items in the completed Order Form
- survives the termination of the DPS Contract

The artificial intelligence Order Contract structure is flexible so that it can cope with deals of a wide range of complexity.

Very simple contracts may only require a completed Order Form supplemented by the essential Joint Schedules – for example Joint Schedule **1** Definitions, **2** Variation Form and **10** Rectification Plan.

At the other extreme, more complex contracts could require most of the optional Joint and Order Schedules.

Sections of schedules which the buyer decides to populate could be inserted within DPS Schedule 6 (Order Form) as an alternative to populating and attaching complete schedules to the order form.

## Key benefits of a DPS?

- Simpler, quicker process – accessible for both SMEs and other suppliers seeking opportunities to provide services to the public sector
- Automated, electronic process – streamlined electronic process
- Flexible – allowing Suppliers to join at any time
- Choice - increased scope/scale of service offerings and access to buyers across 1,400 public sector organisations
- Filtering of supplier offering - ensures suppliers receive notifications of competitions that are relevant to their service offering
- Dynamic – Customer can create bespoke specifications, competitions and contracts
- Supports localism and Social Value - enabling appointed suppliers to bid for business either locally, regionally or nationally
- Efficiencies – reduces Customers costs and process cycle times

What we would like going forward is for the new Artificial Intelligence DPS to provide a simple route to market to purchase Artificial Intelligence services in the public sector.

The DPS will make it so new suppliers can apply to join at anytime and keep up with any changes in the market .

Suppliers - including SMEs and start ups are able to find out what a customer is looking for in a product or service and meet those requirements. Then join the DPS at a later date.

What is the buying process?



## How does a DPS work?

- Bidders should read the bid pack before applying to join the DPS
- Register for the Supplier Registration Service (SRS) platform
- Complete the online DPS specific Selection Questionnaire (SQ)
- The SQ is divided into two parts (SQ) & (DPSQ)
- SQ – Standard selection questions (Mandatory/Discretionary)
- Appointed – if they meet all the selection criteria
- Assessing – if they fail any of the selection criteria OR of the strategy is to put all suppliers in to assessing to enable the DPS team to undertake further assessments.

Suppliers can request to participate at any time during the lifetime of the DPS.

CCS and the bidder have a maximum of fifteen (15) working days to work jointly to rectify any compliance issues that arise during the application process, in accordance with Regulation 34 (Dynamic Purchasing Systems) of PCR 2015.

In the event that the issue cannot be rectified within the 15 working days, CCS will 'reject' the bidders 'Request to Participate' as an interim measure whilst the necessary further actions are undertaken. The bidder can then re-apply to join the DPS within a timescale specified by CCS via the Supplier Registration platform.

# The platform

## The Supplier Registration Service for Government



**Register as a supplier**

Register to increase your visibility to over 6,000 government buyers.

**Complete a standard Selection Questionnaire**

Start or update an SQ to support your application for government contract opportunities.

**The Modern Slavery Assessment Tool**

Make your supply chains more resilient to risks of modern slavery.

**Search for low value contracts**

Use Contracts Finder to find and apply for live government contracts

**Register as a buyer**

Gain access to reliable, up-to-date supplier information

**Find a supplier**

Search over 300,000 supplier profiles and assess suitability

**Dynamic Purchasing System**

Click [here](#) to see a list and join one of the new Dynamic Purchasing Systems

**Sign in to your Dashboard**

View and manage your account information

# The platform



## Artificial Intelligence

This DPS offers a simple route to purchase Artificial Intelligence services in the public sector, allowing customers to access a wide range of competition in an emerging market.

The services offered under this DPS will support customers to scope the problem or project, understand how to solve problems using AI to maximise value and increase efficiency of processes.

Experienced customers are able to purchase licencing, customisation and support directly from suppliers on this DPS.

Customers will also be able to access end-to-end partnerships.

Benefits of using this DPS are:

- Customer guidance and ordering process aligns to government standards and guidelines, including the Data Ethics Framework and the Office for AI's Guidelines for AI Procurement.
- This DPS promotes standards and criteria for artificial intelligence and data driven technology in healthcare.
- The agreement addresses ethical considerations when innovating and buying artificial intelligence and was designed to help customers build in a strong ethics process.
- Bespoke terms have been added to support Intellectual Property Rights in the AI market.
- This agreement ensures the appropriate suppliers are accessible to provide the right service offerings, to reduce procurement timescales and ultimately to provide an easier route to market for the type of AI.

To join this DPS, view current suppliers or access more information, use the links below.

[Bid pack](#)

[Clarifications](#)

[View suppliers](#)

[Access as a buyer](#)

[Access as a supplier](#)

To apply for a public sector contract opportunity, organisations must complete a standard Selection Questionnaire

The Selection Questionnaire enables you to make a self-declaration, on behalf of your organisation, in the following areas:

Part 1 - your organisation and proposed bidding model

Part 2 - grounds for exclusion from procurement procedures

Part 3 - financial standing and technical capacity

The Supplier Registration Service is linked to the DPS - an organisation cannot enter twice (cannot have more than one contact) as your supplier Duns number will flag that your company number is in use and will assist with collusive behavior

This means you will have to share login details as multiple logins are not allowed. I recommend using a team mailbox if you have one.

## At the supplier onboarding stage

If a supplier answers yes to any mandatory exclusion questions they will be rejected

DPS Questionnaire - will cover any mandatory insurances/liabilities

Supplier will sign appoint form online and receive system notification and email notification when appointed to DPS

As a supplier you will be able to select the services you are able to provide

As a supplier you will be able to see the agreed stage of your application

A supplier will be able to update R2 (to add high level category services) answers although not R1 (cannot update answers in supplier questionnaire)

### **Supplier assurances**

If there are no risks flags raised during the application process you will be auto appointed

If a risk flag is raised, your application will go into assessing

Our Procurement Support Team have 10 days to assess your application and 5 days to ask questions

15 days in total to get from agreeing to appointed

A top tip to get your supplier application into assessing quicker - this can reduce your time to be appointed by as much as 10 days

Evidence submission - upload evidence in advance; for example, if you know that your D&B score will fail - do not wait until you are asked to submit evidence.

If you upload this evidence in advance it can go to our Commercial Finance team who will assess the most appropriate methodology to assess your financial health - this can cut your application process by as much as 10 days

Ask clarification questions via the DPS Platform on the Supplier Registration Service

Data ethics letter to ensure you will operate ethically when delivering work under this agreement

We ask you are aware of the standards and frameworks that will affect the contracting decisions of authorities

### **How customers will work with you**

Customers will be able to use high level filters to shortlist suppliers

Search results will show all suppliers who can cover all requirements (works on AND basis not OR) (for example if a buyer selected discovery as the scope and blue light as the sector, the search results will only show those suppliers eligible to provide discovery services in that sector)

Shows only suppliers who meet service requirements of buyer

**Customer will be able to**

- Save category
- Return to customer dashboard
- Save CSV file (supplier name/details) and manage DPS category exports
- Archive saved category
- Request evidence from successful suppliers/view evidence
- Supplier can add attachments

## The platform

- The DPS electronic platform is hosted by NQC technology solutions via the GOV.UK Supplier Registration System (SRS)
- The platform aligns with Contracts Finder enabling Suppliers to follow the 'click once to apply' process via Contracts Finder

## Dynamic filtering system to shortlist suppliers

- Buyers will find out which suppliers can meet their requirements using the DPS Marketplace to create a shortlist.
- The Artificial Intelligence dynamic filtering system allows buyers to filter suppliers using four categories; scope of engagement, type of AI, sector and Medical AI Technology.
- Buyers will save the filtered list of capable suppliers. This list is valid for 2 working days from the date of its creation (because new suppliers can apply to join the DPS at any time).

# How do customers buy?

Customers will run a mini-competition or mini-tender



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Mini competitions will be run to procure services

All eligible suppliers based on the scope of procurement, type of AI and sector will be invited to bid

## **Order form template (DPS Schedule 6) and order schedules**

The tender documents (Statement of Requirements) will set out;

- the specifics of the service being procured
- timescales for responding
- the expected format of the response
- how bids will be evaluated

Key elements you can expect to see covered in tenders

- suppliers proposed solution
- examples of experience
- personnel/cv
- price
- Social value add

The highest scoring supplier is awarded the service

## How a mini-competition works

- Buyers who want to use the Artificial Intelligence DPS Agreement have to follow a mini competition process.
- Buyer will provide suppliers with details of mini-competition in accordance with DPS Schedule 7 Order Procedure and Award Criteria.
- Suppliers will submit prices for order contracts by fixed cost, T&M, software licence/ subscription, milestone payment or a combination of these.
- Apply the Order Award Criteria to compliant tenders.
- Award contract to successful supplier.

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Individual Contracting Authorities requirements are sent to the registered suppliers who are then invited to submit a specific tender to fulfil these requirements. This helps to ensure that Contracting Authorities are able to thoroughly test the market to ensure the best quality of products or services are received at the most competitive rate.

Buyers will invite suppliers by conducting an Order Procedure for its Deliverables in accordance with the Regulations and detail in DPS Schedule 7 Order Procedure and Award Criteria. The tender documents will set out;

- the specifics of the service being procured
- timescales for responding
- the expected format of the response
- how bids will be evaluated

Bids will be evaluated dependent on buyer's needs and individual requirements

And the tender process should be proportionate to the value and complexity of the buyer's requirement

### Scoring mechanism

The highest scoring supplier is awarded the service based on MEAT criteria

You will be evaluated on any combination of the following criteria to make up the

relative weighting percentage

**Quality 20-60%:**

- technical merit
- approach to delivery of the service
- added value/innovation
- implementation timescales

**Cultural fit 10-20%:**

- The supplier's approach to deliver social value (min 10%)
- The supplier's approach to delivering ethical dimensions of the tender
- How the supplier works with others
- How the supplier shares knowledge and experience

Buyers will have the flexibility of how they choose to assess those criteria.

**Price 20-60%:**

- T&M
- Software licence subscription
- Milestone Payment
- Fixed cost
- A combination of pricing methods agreed by the parties

The **Order Contract** should;

- state the deliverables
- state the tender submitted by the successful supplier
- state the charging method
- provide feedback to unsuccessful suppliers

## How will I find out about mini competitions?

If you are able to supply the services/roles required, buyers will invite you to bid. Buyers **must** invite all eligible suppliers to bid

### eSourcing Tools

You will receive the invitation to bid from the procurement tool the buyer decides to use. We encourage buyers to run their mini competitions through the free CCS eSourcing tool.

Guidance can be found on gov.uk:

<https://www.gov.uk/government/publications/esourcing-suite-guidance-for-customers>

Guidance can be found on gov.uk

<https://www.gov.uk/government/publications/esourcing-tool-guidance-for-suppliers>

Where these commercial agreements can be used to meet a public sector requirement by running a further competition (call-off), CCS makes its eSourcing System available free of charge to those buyers. Access is not provided to public sector organisations to conduct further competitions from non-CCS commercial agreements or for their wider procurement activities.

## Insurance Requirements

- Cyber Essentials Scheme Certificate (or equivalent)

Details in **DPS Schedule 9** - Cyber Essentials Scheme

Suppliers must maintain these assurances at their own cost.

Any additional insurances will be in **Joint Schedule 3 Insurance Requirements** – An essential schedule that captures the Supplier’s basic obligations in respect of Required Insurances at the Framework level, and mandating that the Supplier must provide any Additional Insurances that a buyer specifies in their Order Form.

How we will work together?



## Supplier Relationship Management

- Communications are generally via:
  - Regular general communication and updates to all suppliers
  - Business as usual comms
  - Supplier review meetings
- Agenda items for the supplier review meeting may cover KPIs, MI, opportunities, marketing, savings opportunities

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The Supplier DPS Manager will be responsible for delivering services required within Contract and will manage contract in accordance with DPS Sch 1 KPIs and performance indicators (PI) set out in Sch 4 DPS Management Clause 4

The Supplier will comply with all requests from CCS in regard to compliance requirements: you might receive communications around

- D&B risk failure score monitoring
- Renew and maintain Required Insurances and Additional Insurances
- Verify required accreditations and certifications

A repeated failure to bid on further competitions (without acceptable reason) may result in the supplier being suspended from the DPS in accordance with Clause 10.8

DPS Order Schedule 14 - Buyers shall use Performance Monitoring Reports supplied by supplier. If level of performance is likely to fail Service Levels

[Part A: Service Levels and Service Credits  
Annex A to Part A: Service Levels and Service Credits Table  
Part B: Performance Monitoring and Performance Review]

Customer feedback and MI reporting performance may trigger a review meeting

## Why do we need Management Information?

- To provide granular detail of Buyer activity within the DPS agreement for government monitoring purposes as per Clause 4.1 in DPS Schedule 5 (Management Levy and Information)
- To provide information on where the public sector is spending its money, on the type of products and services
- To demonstrate that the public sector is receiving the best price and value for money on its purchases
- To ensure that Government Procurement Policy and framework obligations are being upheld

## MI Collection

- Complete your MI monthly return template
- Ensure that all MI monthly return templates are completed accurately and correctly and are uploaded on Report MI
- Submit a 'no business' if no contract has been awarded
- We will be in touch with further detail when it is due to start

### Reporting Period

2.1 MI Reports must be completed and returned to CCS by the fifth Working Day of every month during the DPS Contract Period and thereafter; if at any point there is a period of a month where no reportable transactions occur, then a declaration must be made confirming no business has been conducted, in place of data submission.

Clause 7.4 Admin Fees - If there are 2 or more MI Failures (such as errors or omissions in reports, incorrect use of templates, late reporting, failure to submit a report) in any 3-month rolling period, CCS will charge the Supplier for the costs (an 'admin fee') of chasing the Supplier to provide the required information.

Clause 8.1 MI Default - CCS may choose to suspend or terminate this DPS Agreement at its discretion

If at least 3 MI Failures occur within a 6-month rolling period and an MI Default is deemed to have occurred, CCS shall be entitled to:

- Charge a default management levy in accordance with clause 8.2
- Suspend the supplier from the DPS agreement until payments are rectified
- Terminate the contract

**Ensure correct contact and address details are always up to date!**

## Management Charge

- We are a Trading Fund – not funded from the taxpayer directly, but via the management charge or levy
- The Supplier will pay, excluding VAT, 1% of all the Charges for the Deliverables invoiced to the Buyer under all Order Contracts
- Payable to CCS within 30 days of the date of the invoice and is calculated based on the monthly MI returns
- MI Reports shall be completed electronically and uploaded to the CCS data submission service available at <https://www.reportmi.crowncommercial.gov.uk/>

## DPS Appointment Form

### 13. Management Levy

The Supplier will pay, excluding VAT, 1% of all the Charges for the Deliverables invoiced to the Buyer under all Order Contracts

### DPS Schedule 5 Management and Levy Information

3.1 MI Reports shall be completed electronically and uploaded to the CCS data submission service available at <https://www.reportmi.crowncommercial.gov.uk/>

5.2 The Supplier shall pay CCS the Management Levy (and other amounts payable in accordance with this Schedule) in cleared funds within 30 days of receipt by the Supplier of an undisputed invoice to such bank or building society account set out in the invoice.



## Next Steps

- Marketing – use our [Supplier marketing toolkit](#) (case studies, promotion, press releases etc)

Crown  
Commercial  
Service  
*Supplier*



Crown  
Commercial  
Service

The supplier marketing toolkit can be found on our agreements webpage <https://www.crowncommercial.gov.uk/agreements/RM6200>

Here you can find:

- Guidance on using the CCS brand and logo
- Press release/communications guidance
- Notes to editor text
- Case Study

Any press releases about your place on this agreement should be sent to the framework management team at [ai-automation@crowcommercial.gov.uk](mailto:ai-automation@crowcommercial.gov.uk) for approval pre-publication

## Meet the team



Ian Charvill  
Category Lead



Maija Banks  
Category Manager

To get in touch with the team, please email:  
[ai-automation@crownccommercial.gov.uk](mailto:ai-automation@crownccommercial.gov.uk)



Next steps...

**Any questions?**

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All responses to questions asked will be published in the Q&A document on our RM6200 website

## Keep in touch

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# Thank you for attending

All slides and the transcript of Q&A's will be posted on the Artificial Intelligence [web page](#) under the 'Documents' section