

# Digital Inclusion and Support supplier onboarding

Thank you for joining.

Please keep your mics or phones on mute, to cut down on background noise. We may have to remove individual participants if there is ongoing, excessive disruption.

Please check that you are using the correct Audio connection. If you have a headset connected to your laptop/PC or you wish to use your system speakers use 'Call Using Computer'.

If you have no headset you will need to select 'I Will Call In'.

Please ask any questions via the chat box, to the host. These will be answered at the end of the presentation.



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A woman with long brown hair and bangs, wearing glasses and a headset, is smiling and looking towards the camera. She is sitting at a desk with a computer monitor in front of her. The background is a bright, out-of-focus office space.

# Digital Inclusion and Support (DlaS)

Supplier onboarding

29 June and 1 July 2020



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# What do I need to know?

- Introducing Crown Commercial Service (CCS)
- Overview of the agreement
- How will I find out about work on this agreement?
- What is the mini competition process?
- What will I need to provide when bidding on work?
- What do I need to do when I win work?
- Where can I find more help and guidance?



# Introducing Crown Commercial Service

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



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# Introducing Crown Commercial Service

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

# Digital Inclusion and Support DPS



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# Digital Inclusion and Support DPS Summary

- The Digital Inclusion and Support (DIaS) DPS is the replacement for Digital Training and Support
- Builds on the core service elements of its predecessor:
  - Assisted Digital Support
  - Digital Inclusion
- Focused primarily on “doing the right thing” and to deliver social value outcomes, particularly inclusion and diversity, and supporting our customers to access the experts in provision of these services



# Why Digital Inclusion and Support?

- Gives freedom and flexibility to service owners such as government bodies and local authorities to define their requirements as outcomes that meet their assisted digital and/or digital inclusion users' needs
- Places the right value on service providers' capabilities and remunerates them accordingly
- Supports and encourages innovation and continuous improvement in service delivery
- Supports and encourages strong collaboration across all sectors: Central and local government, Wider public sector organisations, Private sector organisations (whether large, SME or micro suppliers), VCSE sector organisations



# Digital Inclusion and Support Aims and Objectives

- Reducing the number of digitally excluded people in the UK, by removing the barriers presented by lack of access, digital skills, vulnerability or motivation
- Improved access to public sector business by Voluntary, Community Social Enterprises (VCSEs) and Small-Medium sized Enterprises (SMEs)

# What are the required services?

This DPS will enable customers across the Public Sector to buy Assisted Digital and Digital Inclusion across 3 services:

- Support
- Design
- Delivery

There are then 2 further subcategories:

- Delivery method
- Location

# What is a DPS?

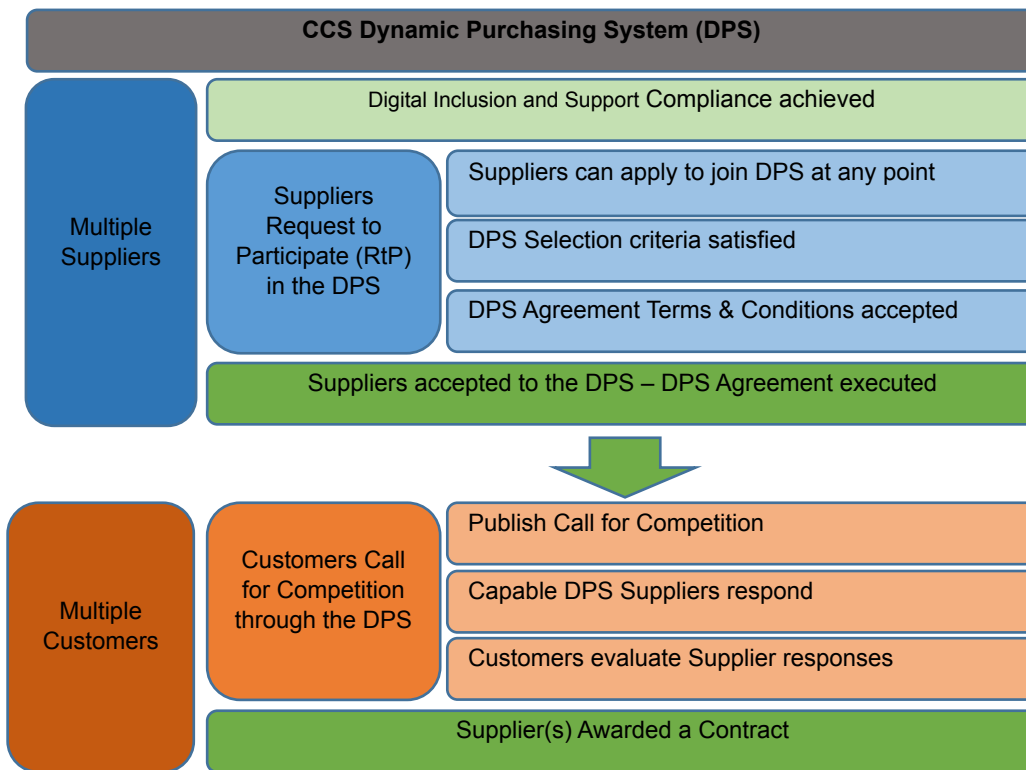


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# What is a Dynamic Purchasing System (DPS)?

- 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).


# What is a Dynamic Purchasing System (DPS)?



# 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.

# The platform

 **Supplier Registration**

[Your dashboard](#) [Sign out](#) [Help](#)

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## The Supplier Registration Service for Government

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### 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



## Digital Inclusion and Support

Welcome to the Dynamic Purchasing System (DPS) registration questionnaire for Digital Inclusion and Support (DIAS), the marketplace to help the public sector buy services for assisted digital support, digital inclusion training course design, and digital inclusion training course delivery.

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

[Bid pack](#)

[Clarifications](#) **2**

[View suppliers](#)

[Access as a buyer](#)

[Access as a supplier](#)



# The DPS Contract

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

# 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

# Key benefits of a DPS?

- **Simpler, quicker process** – accessible for both VCSE's 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

# Insurance Requirements

- Cyber Essentials Scheme Certificate or ISO 72001

# What is the buying process?



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# How do customers buy?

Customers will run a mini-competition or mini-tender



# 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 DfAS dynamic filtering system allows buyers to filter suppliers using three categories; services offered, location, delivery method.
- 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 a mini-competition works

- Buyers who want to use the Digital Inclusion and Support 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.
- Apply the Order Award Criteria to compliant tenders
- Award contract to successful supplier



# 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>

# How we will work together?



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# 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

# 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

# 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, 0.5% 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/>

# MI Reporting Template

[illegible]

# Next Steps

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

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# Meet our team



**Steve Redhead**



**David Elsley**



**Jose Socao**



**Matt Jenkins**



**Jamie Horton**



**Emma Shanks**



**Jack Sexton**

**Any questions?**



## 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 Digital Inclusion and Support webpage under the 'Documents' section