



Buyer Needs

RM6225 Audio Visual Technical Consultancy & Commissioning

Dynamic Purchasing System Agreement



Contents

1. Introduction	5
1.1 Customer Needs Statement	5
1.2 The Opportunity	5
1.3 The current situation	8
2. Specification (Schedule 1)	9
2.1 Our priorities	9
2.2 Scope	9
3. Mandatory Service Requirements	11
3.1 General Requirements - Audio Visual Design Consultancy	11
3.2 General Requirements - Audio Visual Integration, Installation & Warranty	11
3.3 General Requirements - Audio Visual Solution Support	12
4. Security	12
5. Vetting of Supplier Staff	13
6. Sustainability	14
7. Social Value	14
8. Our Social Value Priorities	15
9. Modern Slavery	15

1. Introduction

1.1 Customer Needs Statement

Crown Commercial Service (CCS) is seeking to establish a Dynamic Purchasing Agreement (DPS) for the provision of Audio Visual Technical Consultancy & Commissioning DPS for all UK central government departments, wider public sector organisations and charities as listed in the Contract Notice for RM6225 - Audio Visual Technical Consultancy & Commissioning DPS.

This RM6225 – Audio Visual Technical Consultancy & Commissioning DPS Agreement will be managed by CCS and any contract(s) awarded under this DPS Agreement will be managed by individual Customers.

The intended duration period of the RM6225 DPS Agreement is for three years (36 months). In the event that the RM6225 DPS Agreement is terminated, CCS shall give the Supplier no less than three (3) Months written notice. CCS acknowledges that RM6225 DPS Agreement will not be terminated within the initial first two (2) months from the commencement date.

CCS may extend the duration of this RM6225 DPS Agreement for any period or periods up to a maximum of one year (12 months) in total from the expiry of the Initial RM6225 DPS Agreement period by giving the Supplier no less than three (3) Months' written notice.

Customers may enter into a contract with you for a period of their determining, up to a maximum of forty-eight (48) months, which may exceed the duration of the RM6225 DPS Agreement. Where the Contract Initial Period is less than forty-eight (48)] months a customer may elect to extend. The contract extension period cannot be more than twelve (12 months) and must not take the contract period beyond the forty-eight (48) months in total.

The flexibility of the contracting period allows the customer to determine appropriate contracting timelines required in order that the supplier can meet the needs of the customer for large and complex projects.

1.2 The Opportunity

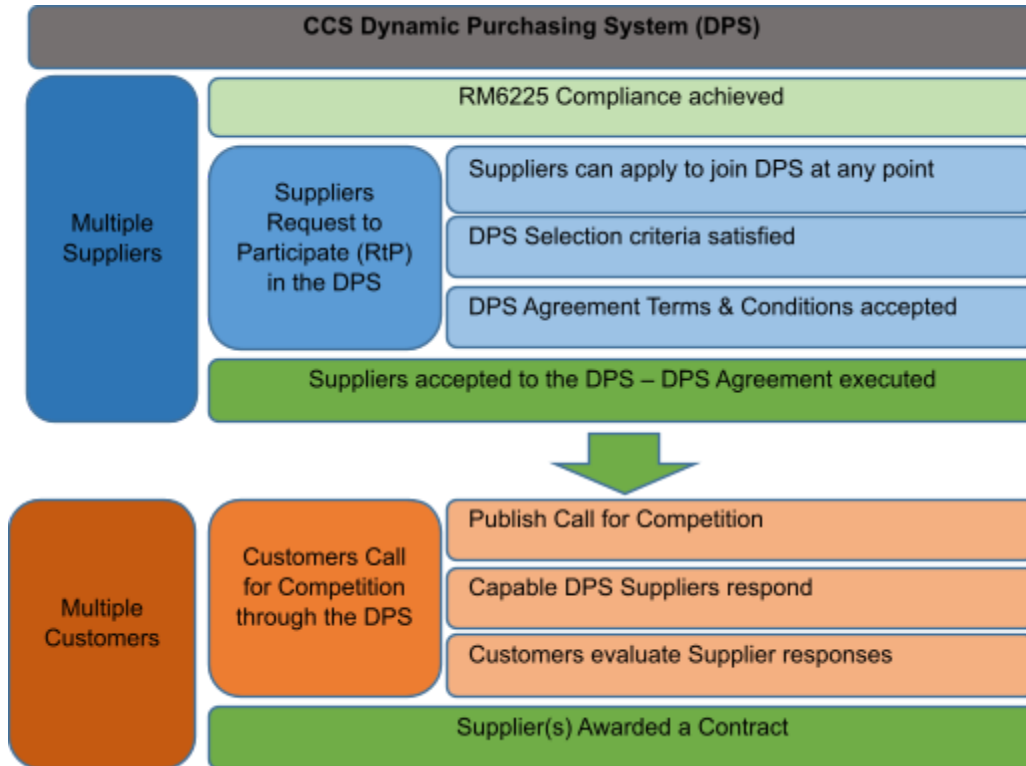
The RM6225 Audio Visual Technical Consultancy and Commissioning DPS Agreement will provide central government and wider public sector departments with the opportunity to procure an extensive range of Audio Visual Technical Consultancy and Commissioning services via a comprehensive number of suppliers.

Upon application to join the RM6225 DPS Agreement, bidders are required to indicate which categories 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.

Customers will use the product and service element filters as detailed in Attachment 1 – Audio Visual Technical Consultancy & Commissioning Product and Services Matrix, to short list appointed suppliers offering their service requirements and invite to competition.

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 activity for the bidder, up front:



How will the services within the DPS for RM6225 – Audio Visual Technical Consultancy & Commissioning DPS be organised?

The RM6225 DPS will be organised into distinct categories so:

Bidders can indicate all elements relevant to their service offering, and

Customers can filter the elements to produce a shortlist of appointed suppliers to invite to a competition.

There are three Service Types:

- Audio Visual Design Consultancy;
- Audio Visual Integration, Installation & Warranty;
- Audio Visual Solution Support.

The services under this DPS will be selected by postcode radius, the supplier must provide a postcode / radius in which they are able to provide the Service Type(s) they are registering to supply.

Full details of the Service Types can be found at Attachment 1 – Audio Visual Technical Consultancy & Commissioning DPS Product and Services Matrix.

Who are the Customers of the RM6225 – Audio Visual Technical Consultancy & Commissioning DPS Agreement?

The RM6225 – Audio Visual Technical Consultancy & Commissioning DPS Agreement will be available to all central government and wider public sector customers 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

The RM6225 DPS Agreement is expected to see growth from both customers who use a current public sector Audio Visual Technical Consultancy & Commissioning DPS Agreement and also new customers who choose to purchase Audio Visual Technical Consultancy & Commissioning DPS services via this DPS route.

What are the benefits of the RM6225 – Audio Visual Technical Consultancy & Commissioning DPS Agreement?

- 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 - 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.
- Dynamic – Customers can create bespoke specifications, competitions and contracts.
- Supports localism and Social Value - enabling appointed suppliers to bid for business either locally, regionally or nationally.
- Savings – drives savings through the ‘Call for Competition’ procedure.
- Efficiencies – reduces Customers costs and process cycle time

What is the estimated value of the RM6225 – Audio Visual Technical Consultancy & Commissioning DPS Agreement?

Based on forecast spend the estimated value is £330k (excluding VAT) in the first year, growing to £795k (excluding VAT) in year two, and £4.7m (excluding VAT) in year three. This will comprise multiple contracts with multiple suppliers, however there is no guarantee of work or spend under this RM6225 DPS Agreement.

1.3 The current situation

This RM6225 – Audio Visual Technical Consultancy & Commissioning DPS Agreement is a new offering from CCS. At present CCS does not have any commercial offerings associated with the provision of Audio Visual consultancy for public sector organisations implementing Audio Visual capabilities.

The following CCS agreements do allow for the procurement of Audio Visual hardware:

- RM 3808 Network Services 2
- RM 3733 Technology Products 2
- RM 6068 Technology Products & Associated Services (TePAS)
- RM 6103 Education Technology

2. Specification (Schedule 1)

2.1 Our priorities

Crown Commercial Service (CCS) key priorities are to support visibility of Audio Visual Technical Consultancy & Commissioning DPS products and services whole life costs and to influence efficiencies through:

Offering valued solutions to meet customers individual requirements;

- Build and increase capacity of high quality products and services;
- Provide greater opportunity for aggregation; and
- Develop a dynamic commercial model for access to products and services.

2.2 Scope

The Supplier shall provide products and services as detailed in the Product and Services Matrix of DPS Schedule 2 (Key Performance Indicators and Services) of RM6225 DPS Agreement.

The core requirement of RM6225 – Audio Visual Technical Consultancy & Commissioning DPS shall include but not be limited to:

providing at least one of the following three Service Types:

- Audio Visual Design Consultancy;
- Audio Visual Integration, Installation & Warranty;
- Audio Visual Solution Support.

The filters for this DPS consist of two (2) distinct categories:

- 1) Services
- 2) Service Location

Within the filters for the Services and Service Location there is a second service level of identification required, as shown in the table below:

Filter Name	Service Type 1	Service Type 2
Services	Audio Visual Design Consultancy	Discovery - User Requirements/ Business Analysis
		Project Management
		Technical Advisor
		Technical Design & Integration Plan
	Audio Visual Integration, Installation & Warranty	Audio Visual Procure & Install Only

		Audio Visual Turnkey Delivery and Warranty
	Audio Visual Solution Support	Monitoring
		New or Renewal
		On-site
		Remote Management & Support
Service Location	Audio Visual Design Consultancy	Radius – 2 miles Radius – 5 miles Radius – 10 miles Radius – 15 miles Radius – 20 miles Radius – 30 miles Radius – 40 miles Radius – 50 miles Radius – 75 miles Radius – 100 miles United Kingdom Isle of Man Channel Islands
	Audio Visual Integration, Installation & Warranty	Radius – 2 miles Radius – 5 miles Radius – 10 miles Radius – 15 miles Radius – 20 miles Radius – 30 miles Radius – 40 miles Radius – 50 miles Radius – 75 miles Radius – 100 miles United Kingdom Isle of Man Channel Islands
	Audio Visual Solution Support	Radius – 2 miles Radius – 5 miles Radius – 10 miles Radius – 15 miles Radius – 20 miles Radius – 30 miles Radius – 40 miles Radius – 50 miles Radius – 75 miles Radius – 100 miles United Kingdom Isle of Man Channel Islands

3. Mandatory Service Requirements

The following section sets out service requirements that must be satisfied by any Service supplied by Suppliers under the three Service Types;

The services under this DPS will be selected by postcode radius, the supplier must provide a postcode / radius in which they are able to provide the Service Type(s) they are registering to supply.

3.1 General Requirements - Audio Visual Design Consultancy

Technical Design consultants will be experts in collaborative technologies including audio visual. They will assess rooms and meeting spaces and create a design plan to integrate IT application suites and audio visual equipment that meets the customer design brief.

- Develop Audio Visual future vision and provide assistance to the customer in preparation of business approvals;
- Conduct room / space assessment for Audio Visual hardware & software services meeting customer requirements;
- Ensure the Technical Design plan provides state of the art solutions with full compatibility;
- Produce a Technical Design plan for rooms / spaces with vendor agnostic designs;
- Concept modelling and option development with customer;
- Provide Design Authority in support of the customer through installation & commissioning.

3.2 General Requirements - Audio Visual Integration, Installation & Warranty

The Audio Visual Integrators will procure, technically integrate, install and commission the hardware and software according to the Design plan provided by the customer brief. This is the full Turnkey solution, optionally the customer may request procure and install where no integration is required.

- Project management to end to end Installation of Audio Visual equipment;
- Conduct equipment procurement;
- Install equipment and conduct full solution testing to the satisfaction of the customer following a pre agreed testing regime;
- Provide training to users;
- Provide warranty for solution and solution components;
- Coordination with Architect and Building Services;
- Coordination with underlying active (LAN) and passive IT (Cabling) Networks suppliers.

3.3 General Requirements - Audio Visual Solution Support

The supplier will provide maintenance support to the solution including user training and upgrades. This is usually for extending the initial term provided by the Integrator although it could be used as an alternative to the initial Integrator support.

- Provide on-site and remote maintenance support Audio Visual solutions; defined by customer requirements;
- Procuring software licences and hardware support for AV solution;
- Customer training.

4. Security

4.1 Notwithstanding any other obligations contained in any Order Contract the Supplier shall at all times satisfy the following security requirements:

4.1.1 The Supplier shall be required to have their own security operating procedures that shall be made available to the Relevant Authority to provide assurance of data security.

4.1.2 The Supplier shall ensure that the Relevant Authority's information and data (electronic and physical) shall be collected, held and maintained in a secure and confidential manner.

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

4.1.4 The Supplier shall provide secure premises for all individual Order Contracts awarded under the DPS Contract, which meet the relevant Buyer's individual security requirements.

4.1.5 The Supplier shall ensure that any suspected or actual security breaches are reported to the Relevant Authority immediately.

4.1.6 The Supplier shall provide details of their personnel security procedures and upon request by Buyers, details of all personnel that they intend to use in the provision of the Deliverables.

4.1.7 The Supplier shall ensure that the Relevant Authority's information and data is secured in a manner that complies with the Government Security Classification Policy rating.

4.1.8 The Supplier shall ensure that the Government Security Classification Policy rating is also applied when information and data is transmitted across all applicable networks and/or in line with the Relevant Authority's requirements.

For information, the Government Security Classification 2018 may be accessed here:

<https://www.gov.uk/government/publications/government-security-classifications>

- 4.1.9 A wide variety of non-secure, OFFICIAL, PSN accredited and HSCN compliant and enhanced security requirements may transpire throughout the duration of the DPS Contract.
- 4.1.10 Suppliers are expected to achieve and maintain appropriate security accreditation of the Deliverables as may be required by CCS and Buyers, in the case of the latter in accordance with Order Schedule 9.
- 4.1.11 Where the Deliverables are PSN Services they will comply with relevant PSN standards and processes, as described on the PSN website <https://www.gov.uk/government/groups/public-services-network> (“PSN Standards”)
- 4.1.12 Where the Deliverables are HSCN Connectivity Services the Supplier shall comply with the HSCN obligations and processes described in the following documents on the HSCN website <https://www.digital.nhs.uk/health-social-care-network/connectivity-suppliers>
- (A) HSCN Compliance Operating Model;
 - (B) HSCN Obligations Framework;
 - (C) HSCN Customer Network Service Provider (CN-SP) Service Management Requirement Addendum (HSCN CN-SPs are required to connect to 'NHS Secure Boundary');
 - (D) CN-SP Deed;
 - (E) HSCN Mandatory Supplemental Terms.

5. Vetting of Supplier Staff

- 5.1 Clause 7.1 of the Core Terms notwithstanding, the Supplier shall ensure that all Supplier Staff vetting procedures, under individual Order Contracts comply with the British Standard, Security Screening of Individuals Employed in a Security Environment – BS 7858:2012 or agreed equivalent, unless otherwise specified by Buyers.
- 5.2 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.
- 5.3 The Supplier will ensure that all Subcontractors are vetted to comply with the British Standard, Security Screening of individuals.
- 5.4 To standardise the application of expertise [SFIA definitions](#) will be used.

6. Sustainability

- 6.1 Without prejudice to the Supplier's obligations under Joint Schedule 5, 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.
- 6.2 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.
- 6.3 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.
- 6.4 The Supplier shall work proactively with Buyers in relation to the provision of Deliverables, which includes but is not limited to, the following areas:
- noise reduction;
 - removal of unwanted consumables;
 - heat production reduction in confined spaces.
- 6.5 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: <https://www.legislation.gov.uk/ukxi/2013/3113/contents/made>
- 6.6 The Supplier shall, where applicable, take steps to encourage the reuse of any WEEE generated in the provision of Deliverables as promoted by the WEEE Directive.
- 6.7 The Supplier shall demonstrate their full re-use or recycling streams upon request from Buyers.

7. Social Value

- 7.1 Social Value shall have a minimum relative weighting of 10% of the total score for the Order Award Criteria used in any Order Procedure undertaken using this DPS Contract. This is the expected minimum level for Central Government and Wider Public Sector (WPS) customers. Wider Public Sector customers may choose to set their own level.
- 7.2 Without prejudice to the Supplier's obligations under Joint Schedule 5 the Supplier shall identify any Social Value options which are appropriate to Buyers as part of any Order Procedure. 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. Details of central government's current key priorities are at:

Procurement Policy Note 6/20

- 7.2 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>

8. Our Social Value Priorities

- 8.1 In accordance with procurement policy note 6/20 (see 7.2 above) COVID-19 recovery is the key social value theme in this procurement. We expect this agreement to create a more robust workforce who are able to work at home or in the office depending on their circumstances and preferences. For example, a measure for suppliers to contribute to social value could be offering to provide some initial training on the use of the new technology, thereby upskilling the workforce.

9. Modern Slavery

- 9.1 Service Type 2 - Audio Visual Integration, Installation & Warranty has been identified as being at medium risk of containing modern slavery within their supply chains. A supplier applying to supply Audio Visual Integration, Installation & Warranty services will have to commit to using the Modern Slavery Assessment Tool (MSAT) post contract including key sub-contractors. The MSAT can be accessed at [MSAT](#)

The MSAT will be monitored post award, the assessments and risk scores will be reviewed and any suppliers with a red score (0-19%), an orange score (20-39%) or a yellow score (40-69%) will need to engage in discussions with CCS in which they will need to communicate how they will implement effective risk mitigation strategies to address modern slavery in their supply chains. Suppliers will be kept in regular contact and their progress with their Modern Slavery Assessment will be frequently reviewed.