



Crown  
Commercial  
Service

# Audio Visual Technical Consultancy & Commissioning

## Dynamic Purchasing System

### Customer Guidance Document (RM6225)



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# Introduction

This guidance has been produced by the Crown Commercial Service (CCS) to help you understand how to use the RM6225 Audio Visual Technical Consultancy and Commissioning Dynamic Purchasing System (DPS).

This guidance document covers:

- What is a DPS, who can use this DPS and what are its benefits;
- The scope of the Audio Visual Technical Consultancy and Commissioning DPS (known as the AV DPS);
- What to consider before starting the process;
- A Step by Step guide to using the DPS and Top Tips.

The guidance provides you with the best practise approach to using the agreement. If you have a particularly complex requirement you may wish to seek additional advice from your own commercial team.

## What is a DPS?

A DPS is a Public Sector sourcing tool for services and goods ([The Public Contracts Regulations 2015](#)). It is similar to an electronic framework but new suppliers are able to join at any time. It is an electronic way of sourcing, meaning neither suppliers nor customers need any special IT equipment.

The DPS is a 2-staged approach:

- 1) CCS publishes a contract notice. Suppliers then have 30 days to apply for a place on the DPS prior to it being formally launched. New suppliers can join at any point during the life of the DPS.
- 2) After the initial 30 day start-up period has ended, customers can access the DPS, filter for suppliers that meet their requirements, run a competition and award their contracts.

## Key Benefits for Customers and Suppliers

The DPS offers a number of key benefits for both customers and suppliers:

- Simpler, quicker process - perfect for SMEs looking to access public sector business;
- Automated, electronic process - using existing supplier selection tools and systems available through CCS;
- Flexible - new suppliers can join at any point;

- Choice - increased scope of service offerings and public sector business;
- Filtering of suppliers - ensures suppliers receive notifications of relevant competitions;
- Dynamic - customers can build their specifications, competitions and contracts to give themselves flexibility based on requirements;
- Opportunity to access wider supply chains - for specialist services or where suppliers may have previously been a subcontractor;
- Compliance - fully compliant with UK regulations.

## Who Can Use The Agreement?

This agreement can be used by all UK government and public sector bodies which includes:

- Central Government Departments, Arm's Length Bodies and Executive Agencies;
- Non Departmental Public Bodies;
- Devolved administrations;
- Local Authorities;
- NHS bodies;
- Charities;
- Universities, colleges, schools, further education providers.

## What is the AV DPS?

The AV DPS is aimed at customers with complex needs and will help them transform their work spaces into fully integrated collaborative areas which work for every user, with agnostic technology that can use any Application Suite.

If you choose, this agreement can be used to create an end to end technology journey, from deciding on your requirements and creating a design to implementing your chosen design and purchasing a support package.

Alternatively you can pick any combination of Design Consultancy; Integration, Installation & Warranty; or Solution Support. These services ensure interoperability and integration with IT infrastructure to ensure a hassle free, interoperable collaboration experience for it's users.

This DPS offers customers a procurement route for:

- AV Consultants and Technical Integrators for design, delivery and commissioning;
- Provisions of hardware and software suites (if required);
- Ongoing support and maintenance of solutions.

By using this DPS customers can procure the expertise to create AV solutions that are leading edge and fully compatible with user devices and software suites.

The DPS is structured so that customers can select any combination of design, installation, and support.

Additional benefits of using this DPS include:

- A dynamic filtering system, giving customers flexibility based on requirements;
- A flexible route to market where suppliers can join at any time, ensuring the latest technology and methodology are always available;
- The filter system ensures the right suppliers are notified about opportunities relevant to their service offerings;
- Compliance with the government's social value and policy objectives.

## AV DPS Scope

The agreement will allow customers to access products and services related to:

- AV Design and Consultancy, including discovering user requirements and performing business analysis, project management, technical design and integration plan, and technical advice;
- AV Integration, Installation and Warranty, including turnkey delivery and warranty, and procurement and installation without design and consulting services;
- AV Solution Support, including monitoring, help with products, onsite support and remote management and support.

The DPS fulfills these requirements. When applying to join the DPS, suppliers indicate which of these elements and services they are able to provide.

There is also a service location filter, when applying to join the DPS suppliers will indicate a postcode/radius they are able to provide their services in.

## Before Starting

Before using this agreement you should ensure that you have applied for and received the necessary budget approval and agreed your procurement strategy with your internal teams. Where possible you should provide guidance on your budget up front in your requirements, so suppliers can work with it.

You should agree who will evaluate the responses before you run a call for competition and build in enough time to evaluate. Ideally, you should allow up to 8-12 weeks to complete the entire process, which is from the date of issuing your competition to contract award and installation of non-complex products and services, this timescale will of course increase as the complexity of the project increases.

Your tender process should be proportionate to the value and complexity of your requirement. Suppliers will need a reasonable period of time to review and prepare a response. This includes allowing sufficient time for suppliers to ask clarification questions and consider your answers before the deadline for written responses.

You should review the Joint Schedules and Order Schedules found within the Bid Pack as these are designed to assist you in developing your requirement and documentation for undertaking a Further Competition. The yellow highlighting within various schedules indicate that you are able to tailor these to fit your specific requirements.

## The Basic Process

Appointing a supplier through the Audio Visual Technical Consultancy & Commissioning DPS includes the following key steps:

1. Define your objective regarding the product or service you require.
2. Develop your written specification with defined outcomes and deliverables.
3. Use the AV DPS to obtain a supplier shortlist.
4. Issue your final specification, evaluation criteria and associated weightings to identified suppliers.
5. Receive and evaluate written proposals from suppliers.
6. Inform unsuccessful suppliers providing feedback and evaluation scores.
7. Award the contract to the successful supplier and confirm the award to CCS.
8. N.B. CCS has not undertaken any verification of supplier certifications or products prior to the award of this contract, therefore you may request this information at the call off stage.

9. Provide feedback and evaluation scores.

There are additional optional steps that you can take depending on your requirement, which are outlined in detail within this document.

## Step by Step Process

### Step 1: shortlisting suppliers

- 1) Register as a buyer on the [Dynamic Purchasing System Marketplace](#).
- 2) Navigate to the Audio Visual Technical Consultancy and Commissioning DPS under Technology.
- 3) Select the Access as a buyer option and confirm your acceptance of the customer access agreement.
- 4) On your Manage your DPS Category Exports page you now have 2 options:
  - a) View appointed suppliers,
  - b) Click on the link to create a new category export. This is how you filter the suppliers that can meet your requirements.
- 5) When creating a new category use the filtering tool (select all that apply) to specify your requirements and create your supplier shortlist. Search results will show all suppliers who can meet all service requirements (the search works on an 'AND' basis, not 'OR').
- 6) Save your filtered list of capable suppliers by clicking the Save Category option and name the shortlist. From your Manage your Category Exports page you can then export the list of suppliers and contact details to an Excel Spreadsheet.
- 7) Leave the DPS Marketplace.

#### Top Tips

- 1) The List is only valid for 2 working days from the date of its creation, as new suppliers can join at any point. If your Call for Competition excludes eligible suppliers it is potentially breaching procurement regulations. You will need a fresh supplier list if you don't use it within two working days - you can create this new list by clicking the Search Again option for your export.

### Step 2: Running a Further Competition

- 1) Use the shortlist of eligible suppliers to invite suppliers to a Further Competition.
- 2) Before running this competition you will need to prepare your Statement of Requirements (SORs) and tender documents to send to all eligible shortlisted suppliers. Your SORs should set out:
  - a) The specifics of the service being procured (specification)
    - i) Timescales for responding;
    - ii) The expected format of the response;

- iii) How bids will be evaluated.
  - b) There are four key elements covered in tenders:
    - i) Supplier proposed solution;
    - ii) Examples of experience;
    - iii) Personnel;
    - iv) Price.
- 3) Your SORs must be sent to all eligible suppliers who are then invited to submit a tender to fulfil these requirements.
- 4) You will invite suppliers to bid by conducting an Order Procedure for its Deliverables and detail it in DPS Schedule 7 Order Procedure and Award Criteria.
- 5) Suppliers will submit prices for order contracts, against staff roles, hardware prices, and the SFIA grade structure.

#### Top Tips

- 1) You must keep an audit trail of any dialogue and communication with the potential suppliers. This can be done using your own procurement system, emailing suppliers or the free [CCS eSourcing tool](#).
- 2) The [CCS eSourcing tool](#) gives an auditable approach to the tender process. It can be used to: respond to clarification questions, track bid responses, send reminders to bidders, communicate with Suppliers.
- 3) While you are waiting for suppliers to bid, we recommend setting a reasonable clarification window. This gives potential suppliers the opportunity to ask questions about your requirement. All questions asked, and their responses, must be published to all potential suppliers.
- 4) If the Supplier's bid has additional detail that you would like included in the contract, insert the Supplier's bid in Order Schedule 4 (Order Tender).
- 5) Your tender process should be proportionate to the value and complexity of your requirement.

### Step 3: Evaluation

- 1) All suppliers will provide you with a written proposal in response to your specification. You will need to evaluate these supplier responses. During your bid evaluation, you must treat all suppliers equally and fairly using the [most economically advantageous tender](#) (MEAT) criteria.

#### Top Tips

- 1) We recommended that you assign a minimum of 3 people to evaluate the proposals as this makes reaching an objective decision easier.
- 2) It is vital you keep an audit trail to make sure that you have evaluated all bids in the same way you said you would in the evaluation criteria.

### Step 4: Award

#### Stages of the award process



### Intent to Award

- 1) Issue 'Intent to Award' letter to successful supplier, and debrief letters to the unsuccessful bidders. These letters are not a formal commitment.
- 2) Request from the winning supplier(s) any required evidence that they can meet your requirements. Set them a deadline for submitting evidence of 2 days.

### Standstill

- 3) If you have decided to use a standstill period (which must be shown in your tender documents) this ten working day process would start once you have identified your winning bid and have notified all suppliers of your intention to award.

### Award

- 4) After the standstill period, provided the Supplier has provided the evidence required, you are now ready to award your contract. The Order Contract can be sent out to the winning supplier and the contract is officially awarded.
- 5) Where appropriate, notify of the award on [Contracts Finder](#).
- 6) You must also inform all the suppliers of the final outcome of the competition by email or letter.

### Feedback to Unsuccessful Bidders

- 7) Unsuccessful suppliers should receive feedback from you detailing the relative advantages of the successful bid.

### Top Tips

- 1) Providing feedback is part of the procurement regulations; and it is also invaluable information for suppliers, which may help them improve their future bids.
- 2) Non-compliant buying will directly impact the legality and reputation of the DPS agreement and is strictly prohibited. Buyers who do not follow the correct buying processes will be at risk of legal challenge, fines and claims for loss of earnings, and the terms of the framework may be null and void in these cases.

## The Role of CCS

CCS's role is to provide you with advice and guidance to help you get the best out of the Audio Visual Technical Consultancy & Commissioning DPS. We can help with any queries you may have such as the best way to appoint a supplier and advice on structuring your evaluation criteria.

CCS manages the overarching Audio Visual Technical Consultancy & Commissioning DPS and the suppliers at agreement level. You are responsible for managing the contract with your appointed supplier. CCS is able to help with any issues you may have that require escalating. Contracts should be implemented in accordance with the [Outsourcing Playbook](#) and best practice for [Contract Management](#).

If you have any other queries please email us at:  
[info@crowcommercial.gov.uk](mailto:info@crowcommercial.gov.uk)  
or contact our Customer Service Centre on 0345 410 2222.