

Call Off Process

What would you like to see from a market engagement day?	
Feedback	Response
Engagement with the market needs to happen when the requirements are 60-70% formed. Market engagement where a customer simply presents their requirement and then says crack on isn't engagement	We will ensure that our Customer Guidance provides comprehensive information in this area. We will also be developing a recorded webinar which customers will be able to download from the CCS website
Background to the requirement	
don't bid unless you have an existing relationship so customer needs to provide a requirement brief ahead of a F2F briefing for all suppliers who choose to attend	
Customers should never run a process that is based purely on response - it must include a presentation of the solution	
The data on the number of likely bids is key to giving customers comfort around how many they will receive and to soothe concerns over large lots	
Buyer internal roadmaps, challenges and risks	
As early as possible with draft docs so feedback can inform final.	
Coupled with adequate timelines for requirements understanding to improve bid response quality	
Early engagement (pre-market, soft market test) is preferable.	
Planned after funding secured; don't waste time for what-ifs	
Drafts of the proposed ITT and framework contract should be openly issued by CCS for comment as we go. Individual meetings should be held with suppliers.	
Give time and relevant background information for SMEs to prepare	
Perhaps pre-qualification post pre-market engagement for face to face?	
Focus on discussion on "outcome" and less on already determined solutions	
Guidelines from CCS on when appropriate to hold them. Size, complexity, should be pre-market.	
Talk about cultural fit, how to work with you, what you want from your suppliers	
Use rfi to short list based on feel/fit using straightforward questions. Not too much time taken and then go into detail with reduced supplier list	
The best sessions are ones where there's information in advance so suppliers can prepare and give views. This also reduces the length of time that the event has to be	
Go to market requesting ideas/input for make up of a market engagement day from suppliers prior to event.	
Use RFI to enable suppliers to self-select before the detailed market engagement and RFP	
Suppliers need to be able to qualify out early so we need to be able to ask the right questions early on	
Explain the controls and governance the customer is working within	
Customer uses supplier expertise and experience to refine requirements	
The eventual pitch evaluators should lead the market engagement events so that we can fully understand the requirements	
Info about digital roadmap/IT strategy	
Access to stakeholders, buyers , program leads for two way dialogue prior to procurement "lockdown"	
Needs to be driven by size scale complexity of engagement. Criteria to example approaches. Eg large digital transformation more pre rfp dialogue and workshop(s) to help both your parties on mutual understanding on requirements and fit	
Engagement is good for the big stuff but not for day to day - no sight before it's chucked over	

Properly plan the future / strategy over 2+ years
Try to home on specific products available to go
Set scene properly in advance as part of the invite
Give everyone who wanted to attend the opportunity to be there in person
Ability to share lessons learned with buyers, so they can focus tenders to avoid mistakes made by others
-Specific information on what the opportunity is about - if it's one that you're encouraging partnership or Consortia bids for, then plenty of Time for suppliers to forge those partnerships
initial capability questionnaire before the market engagement to reduce the number of suppliers?
Ability to influence info buyers bring to mkt engagement, i.e. clear definition of scope and desired outcomes. Impacts on the way their operation will change after the project
Ensure customer is open minded prior to this on their requirements, and prepared to have some set ideas change
Perhaps a set standard template of the day so the customer has some guidance what to include
key speakers who are a mix of commercial and delivery to be able to understand challenges from both ends
if the requirement is not fully understood - how can we help buyers develop the requirement? That's really many supplier sessions, but we would still recommend it, under a framework arrangement.
can CCS provide wider support during buyers engagements under the TS framework?
maybe an SME focussed one with Large SIs excluded so that their voices can be heard. Have found that they are usually drowned out by Big SIs
Held in several different parts of the country/different regions.
Brief usage scenarios from TS2 across each Lot.
It would be interesting to know more about how the customers will access the framework, and what we should do to encourage more usage of it.
Buyer examples of what has worked well with TS2 and what could be improved for TS3
Outline of proposed lots
Feedback from customers on their experience of using the current iteration of the framework
suppliers and buyers in same room, works well
Promoting importance of early engagement/collaboration and case studies as to why
I think id like to see some transparency around the points raised and thus what happens to them. All to often in the past we have attended such events, raised points then there is no visibility of what happens to those points, all you see is an end product not relating the input we gave. It may well be you cant accommodate the many suggestions made but at least if we see they have been considered and a view on what happened to them then we understand.
It makes far more sense to get the questions in advance -- significantly in advance -- so that they can be debated, actual numbers can be looked at, and so on -- rather than springing stuff on us blind. In general, it would be much better to provide surveys (and surveys with a decent amount of time to respond, unlike this one) rather than hold a ""market engagement day"" which are generally useless.
They need to be informative and have the correct mix of buyer representatives in attendance. Having a chance to run 1-1's would be beneficial.
Face to face presentation is preferable, followed by 1-1 discussion. Open Q&A has little value (for a supplier). Webinars have limited value.
If a customer says they do not have time to run a F2F then the requirement cannot be that important

One to ones - suppliers may not as the pertinent questions in an open group forum	
121 more likely to deliver innovation but resource intensive: better for specific discussion	
You can't be face to face on major complex requirements	
Face to face always best. Technology has come a long way but it does fail and you can't really interact properly.	
Short overview with 121 speed dating with key stakeholders	
One to one qualification meetings with stakeholders.	
And if you do run a F2F briefing remember that suppliers need notice and may well travel a long distance so make sure you feed and water and not simply point them at the local Tesco	
Face to face preference. Presentations. Open forum discussions	
1-2-1 meetings are really helpful, there's been more of these recently (for a framework that MoD is launching).	
1-2-1 sessions	
Open Q&A is better as it helps define the requirements more clearly	
Webinars don't work nor phone calls	
Open discussion may result in cagey response from suppliers alongside rivals: some there for market intelligence rather than expected to seriously engage?	
Webinars are useful for standard requirements but if a customer wants feedback it needs to be face-face	
Open discussion about partnerships - how can we (supplier) solve your challenges?	
Request attendees pay a contribution to cost of event?	
The supplier is making time available, so should the buyer.	
Pre market engagement - face to face at senior levels provides decision making - how can CCS support this cost	
A webinar is ideal, as geography won't come in to play Q&A element vital send communication after the event	
information pack, webinar, then follow up face to face sessions. Group Q&A tends to be a little stagnant. all Q&A subsequently shared.	
Access via webinar to allow as many participants as possible to attend. Provide feedback to all supplier whether they can attend or not.	
If the turnaround is extremely quick, a webinar is probably better suited.	
Webinars rather than face-to-face	
May be worth running a webinar initially to set the scene and discuss further which will give suppliers better background and allow them to make a more informed decision on whether they should / need to attend.	
A clear idea of forthcoming events and opportunities	
Direct award - What has worked well?	
More flexibility on what can go into a catalogue. Can we put in a rate card? And how does this align with overall TS rate card	Basware will be the catalogue platform for the short term. However, TS3 is on a migration plan to use Scale as a platform - and the current implementation timeline is Q1 20/21. All the functionality within Basware will be carried forward, plus it will be a lot more user friendly, intuitive and will have lots of additional features following extensive market engagement
Basware customer services very helpful	

Low value contracts is at odds with no limit value surely?	There will be no restriction on the contract value for direct award, but customers will need to consider issues such as value for money, timescales, complexity and the number of suppliers who could meet their needs
Much reduced process	We have retained DA in TS3 for Lots 1, 2, 3 and 5
Have a catalogue. Ability to self publish, remove and change catalogue entries.	
Direct Award works well where a relationship has developed between customer and supplier and trust has been reached so that the validation of the requirement and solution has been undertaken in the real world and not via a tick box exercise	
Experience of direct award on other frameworks rather than TS2 - Speed to agree and implement.	
Reduced cost of sale enables improved price point	
Searchable catalogue entries	
Convenient	
Haven't concluded a direct award yet but the team had good support from CCS in working through options prior to deciding on a direct award	
Ability to work directly with customers as an already approved supplier.	
The idea of direct award is great.	
Sonya has been a huge help in guiding me through the usage of Direct Award and once I understood how to use it I felt good about it.	
Many customers come to us having already made decisions through their own due diligence, or having already purchased a solution that they want a compliant route to purchase. Thus Direct award is good when we are able to create multiple services to meet customer needs for direct award. They want the flexibility of a tailor made service but the direct award to ensure compliance.	
What are your key concerns / issues / constraints?	
Not aware of how to put services into the catalogue	Basware will be the catalogue platform for the short term. However, TS3 is on a migration plan to use Scale as a platform - and the current implementation timeline is Q1 20/21. All the functionality within Basware will be carried forward, plus it will be a lot more user friendly, intuitive and will have lots of additional features following extensive market engagement
We did get an order and having gone through the pain of getting the first offer up another should be easier	
Not aware of how to put services into the catalogue	
The Basware portal isn't particularly easy to navigate (although we appreciate that it isn't managed by CCS)	
The Basware portal and tool are very poor quality. Being incompatible with 64-bit file types during a time when 32bit was being retired globally, and showing no intent to upgrade the tools to work in 64bit was especially alarming.	
It would be useful to be able to view your own catalogue entries as the buyer will see it. (You can't with the current Basware one).	
Procure a fit for purpose platform to encourage more take up of the framework.	
Basware and limited functionality, confusing, clunky and useless	
Clarity through clear concise language definitions and promote / educate / share.	
Basware needs to get in the sea	
*would benefit from searchable catalogue entries (keywords)	
The search functionality is quite limited	
Basware- not intuitive, not user friendly (from either buyer or seller end), lack of consistency in naming of services etc.	
CCS Staff responsible for designing portals should sit with a small firm and work through a response to understand some of the challenges and the effort required. This could lead to a better solution	
Unclear how to update your profile on Basware	

(1) Clear instructions on how to set up services across multiple frameworks, with screen prints/messages that match the online systems. (2) one to one support when we have followed all instructions and need help.	
Will Direct Award be part of a catalogue offering on Basware (open to all buyers) or will these be like other frameworks? - where buyers can choose to Direct Award to a supplier. Providing they have undertaken due diligence	
Basware system itself is absolutely fine and used across many other agreements so a standardised platform is good.	
Direct award is not appropriate for a service based framework, where you can't have catalogue items, as absolutely everything varies.	Direct Award has been very successful on TS2, and we are building a repository of "exemplar" catalogue Service Offer templates across all Lots to share with suppliers to further help them through the process
Needs to allow for a small amount of dialogue with the client to clarify points prior to award	The Direct Award process does allow for dialogue before the Service Offer is published. However, there should be no need for any dialogue or negotiation after it has been published
This is just to be used to do same old same old with usual suspect ie., large SIs	We take on board this feedback and will be looking at how to improve engagement with our SME suppliers across not only TS3 but all Tech Products & Services agreements
Direct contact details for framework managers	We take on board this feedback, but we need to adhere to our corporate approach which is publishing our Customer Service Centre details as the main point of contact
To define and fixed price a service that can be bought off the page by the vast array of eligible clients for the framework without placing unacceptable risk on either party does not justify the investment in service development. Only when significant client engagement occurs does the service reflect the client needs which then falls foul of simplicity and call off competition.	We take on board this feedback. However, there is no obligation for the supplier to publish a Service Offer under TS2 unless they are comfortable that all the criteria can be fully met and it can be open to all customers to award against
For me it's the uploading of information as we don't have a package of services we provide	
That it will be limited down to very small or restricted situations and thus will prevent buyers using the framework to buy the solution they want to buy.	
Judging by the number and scale of Direct Awards we have to conclude that whilst there may be examples of elements of the process that operate as intended, overall it is not successful.	
Can be difficult to turn a service into a commodity that can be tested in a catalogue environment	
Limited portfolio at present so needs specific match to requirements	
Direct award is not appropriate for a service based framework, where you can't have catalogue items, as absolutely everything varies.	
Ability to direct award without having to use a system (Basware or otherwise).	We take your feedback on board. However, a catalogue platform has to be in place to ensure a fair and open environment for all suppliers and customers
Does Direct Award have to come with a catalogue/platform upload? This restricts the criteria. Seems to be better to put in mechanisms such as; supplier A has the only partnership with a supply chain partner. Supplier A has the highest accreditation?	
As we are in all lots in ts2 - yet didn't know about direct award. Biggest concern is not knowing about it at all	We will ensure that our Customer Guidance provides enough detail to help customers through the DA process. We will also develop some comprehensive slides which customers and suppliers will be able to download from the CCS website
Customers do not have enough information about how to procure using direct award	
Please provide clear guidance on the process for creating service entries on the catalogue	
Simply put, it's just not clear of what should go in there.	
Knowledge for how to use for customers	
We found the direct award application process a bit unclear and as it was so close to G-Cloud 11 there was some 'framework fatigue'	
buyers didn't seem to know about the launch of the direct award while there was a lot of information for the suppliers	
There was a focus on roll out of direct award to suppliers. The customers weren't educated which was a barrier to using it	
Guidance is often confusing on how to buy.	

That Direct Award criteria becomes too restrictive. Would like the criteria for Direct Award to be clear and straightforward - there can be some grey areas in the guidance that can cause issues later	
What are the criteria for customers being permitted to use the Direct Award procedure rather than publishing a requirement to all suppliers?	
In some areas CCS seem to ignore this feature, spending more time/money on running a further competition than the outcome might save.	
There is the danger of it becoming anti-competitive if direct award becomes the norm.	
With GCloud it is easy for suppliers to phrase their service descriptions to make them appear the only supplier. Enough said.	
Could be used by incumbent suppliers to avoid competition	
needs to be flexible	
Not aware of	
No experience of direct award under TS2	
Whilst on TS2, not aware of Basware or how we could position ourselves for direct awards	
Early days for TS2 da. Buyers seem to be unaware of the option though - more Comms needed?	
We are a ts2 supplier but no experience of direct award. Most direct award goes via gcloud	
We have limited experience of direct award on this framework	
Too easily manipulated	
unfortunately we have not managed to use it	
Ensure there is a direct path available as can provide win-win for both parties in the right criteria scenario. Eg service provider heavily invested for longer term the direct award helps on the commercial risk of revenue to the investment	
The customer we used it with seemingly hadn't heard of it until we encouraged them to use it, that may be as expected, but we wondered whether there's more we could be doing as a collective, to promote it.	
Does Direct Award work only if you already have an existing relationship with the client or can they search for the requirements and award to the one that pops up?	
What can CCS do to help streamline / improve the service?	
Transparent spend data, will encourage buyers and suppliers alike	A TS3 Reporting Pack will be available on the webpage which will be refreshed every month. It will cover all Orders and Spend reported by suppliers at Lot level
Enable direct award quickly but also give suppliers flexibility to create ad hoc services and multiple options	As long as the Service Offers are in scope for TS3, the supplier can publish as many options and services as they wish
Make it Brexit ready / compatible	Basware will be the catalogue platform for the short term. However, TS3 is on a migration plan to use Scale as a platform - and the current implementation timeline is Q1 20/21. All the functionality within Basware will be carried forward, plus it will be a lot more user friendly, intuitive and will have lots of additional features following extensive market engagement
Dynamic configuration of offer based on input of variables, scale., volumetric information	
Needs clear and unambiguous boundaries	
make it flexible in some capacity	
It should really be as simple as it is to sell an item on sites like ebay, amazon, or filling out the forms for G Cloud. I and I'm sure many other partners would be willing to work with you on this if useful.	
Web page for TS3 providing easy access for suppliers (still not able to see others) and clients to see all lots and direct awards.	
Simplify the form for uploading products. The customer who is buying an item will have some understanding of what they're looking to get, or will be looking specifically for that product.	
The process seems to be very convoluted and could be made easier. Not sure the framework really allows for an easy process like GCloud does	

If direct award is an option - what is the definition for this?	Direct award is a quick and flexible way to buy services under the TS3 agreement, and will be suitable to meet a range of customer needs – for example: simple and easily defined requirements and lower value orders or services where no additional benefit would be derived from a further competition.
Allow direct award on all lots	We have retained DA in TS3 for Lots 1, 2, 3 and 5
Should be available across Lots 1-3 and not 4	
what are the provisions for Direct Award on TS3?	
Consistency across frameworks, not just in terms of the model contract but also in terms of user guidance (different frameworks user guidance is set out differently, some have specific guides for direct awards, some don't). Rules for how they work.	We take on board this feedback, and is an area we are looking to improve in the future
Remove it	We take on board this feedback. However, there is no obligation for the supplier to publish a Service Offer under TS2 unless they are comfortable that all the criteria can be met and it can be open to all customers to award against
Make sure there isn't an overlap between ts2 and gcloud	We take on board your feedback, and agree that each CCS framework is independent. Therefore, the scope for each agreement will either vary significantly or have a slight variation on it's intention
We're planning for future frameworks etc. Often missed deadlines and having to extend old frameworks or leaving a gap in availability.	We take on board your feedback, and will feed this into our TS3 Comms Plan
Provide a guide to allow suppliers to see how direct award can be used.	
More guidance for suppliers on how to better use the framework	
Allow human interaction	
List of contacts on CCS website who to contact/speak to for issues regarding different aspects like catalogue entries	
A clear overall CCS directory of which delivery lead is responsible for which framework	
Be able to link / easily duplicate entries in other direct award frameworks such as GCloud	
Full transparency of why DA procedure is used	We take on board your feedback, but each CCS framework is independent. Therefore, the scope for each agreement will either vary significantly or have a slight variation on it's intention
CCS needs to provide a simple mechanism by which customers can justify the direct award to a supplier that enables agility across the procurement and delivery of the solution	We will ensure that our Customer Guidance provides enough detail to help customers through the DA process. We will also develop some comprehensive slides which customers will be able to download from the CCS website
Guidance available to suppliers to provide buyers with the confidence they can use it without challenge.	
make it more of a Catalogue award rather than direct award. Any authority that's doing a DA for an incumbent Large SI should face some sort of spend control challenge	
Provide clear concise definitions of what is being covered by each framework	
Consistency of documentation through frameworks	
Webinars or training session to show how to use the service correctly. However use a system that is not blocked by enhanced firewalls.	
Police it and educate buyers (£100m direct award under G-Cloud legitimate??) so the process loses it's stigma	
Can buyers do this easily? How does direct award link to the requirement to get approval for single tender award	
VERY clear guidelines and process to detail when and how a buyer can use the direct award function.	
Better feedback	
Be very careful when setting-out the circumstances in which it can be used.	