

Pre-OJEU Webinars

Question	Response
Customers	
Who's the best contact to set up a 121 follow up conversation with?	Please reach out to the team at technology-products-and-services-team@crownccommercial.gov.uk
Some general feedback - we've saved literally tens of millions by using TS2 instead of G-Cloud. Really happy with it and default is TS2 wherever possible. Many thanks	This is great news and we look forward to you using TS3
What's the difference in transformation between lot2 and lot4?	Transformation in Lot 2 refers to the process of moving from the service design phase to operational services. Within Lot 4 transformation means wider large scale changes that have significant impact on organisations.
One question on the List X removal - would it allow for List X to be set as a minimum criteria in the competition stage instead? There is still a need for it but not widespread	This would be for the customer to decide as part of their requirements.
Has CCS considered trying to utilise the Digital Marketplace for direct award? We use it for DOS and G-Cloud procurements so in my mind it would make sense to have one framework for the main digital/tech frameworks	This is a decision at a higher CCS level and is being constantly reviewed.
My Department are looking to set a minimum of 10% for SV in addition to Quality and Price. With this new minimum quality weighting on TS3, our price weighting will therefore be only 15%...	The quality and pricing levels detailed within the presentation were the ones that will be used to evaluate suppliers as part of the framework award. During a further competition it will be your own decision to determine what quality/ scoring thresholds and weighting you'd like to use.
In addition, should weightings not be at the discretion of the buyer? If price is the most important element for us, we should be able to set the weighting to reflect this	
Have lessons been learned from DAS on issues with PSC and new services?	We are always reviewing lessons learnt from other frameworks.

<p>Will there be any opportunity for the ability for face to face presentation around CSR and mobilisaton within the scope of lot 4? This is something that we had alluded to in engagement with CCS previously having just completed a large procurement via TS2 Lot4a</p>	<p>If you want suppliers to do a presentation and use it as part of your evaluation, you will need to be careful in terms of showing that it's been done in an open, fair and transparent manner because it's a highly subjective area to score and so could be subject to challenge. The presentation evaluation criteria must be clearly referenced in your ITT and evaluated in the same manner using the same evaluation criteria. You also need to carefully consider how you're going to carry out the process and how you would defend any future challenges</p>
<p>Will the rate cards be used as a maximum, rather than mandated? We've seen how G-Cloud has driven up prices and it would be unfortunate if the same happened here</p>	<p>This is great feedback and we will ensure that suppliers are clearly aware of their obligations when it comes to rate cards.</p>
<p>So suppliers are not currently aware of the GCloud vs TS2 framework max rates - we have just encountered this issue - needs to be made clear to them</p>	
<p>we had 6 large SI's who we had to tell use TS2 rates....that would be useful thanks. I would recommend that as we had major SI's fail at this point</p>	
<p>Suppliers</p>	
<p>How do we get in touch with the team?</p>	<p>Please reach out to the team at technology-products-and-services-team@crownccommercial.gov.uk</p>
<p>Please can you confirm the Lots and titles again which will be included with TS3.</p>	<p>Lot 1 - Technology Strategy and Design Lot 2 - Transition and Transformation Lot 3a - End User Services Lot 3b - Operational Management Lot 3c - Technology Management Lot 3d - Application and Data Management Lot 4 - Major Service Transformations Lot 5 - Service Integration and Management</p>
<p>Can you say a little more re the intent of Lot 1 re ICT advisory as opposed to the existing frameworks? What is the perceived gap that Lot 1 TS3 will cover?</p>	<p>Lot 1 in TS3 will support technology strategy and service design in the same way the TS2 does currently.</p>
<p>Does the removal of Lot 4b and List X preclude buyers buying at above official?</p>	<p>No because List X is now supported at call-off level so is still available for Lot 4 and indeed all TS3 lots.</p>
<p>Will CCS be providing the Service Description of the new Lot 5 to suppliers, prior to OJEU?</p>	<p>This will be included within the Lot 5 OJEU description and detailed further in the TS3 specification as part of the bid pack.</p>

Regarding the new Lot5 from SIAM in terms of the delivery of services via a reciprocal collaboration would you expect to see any TUPE being required?	The new Lot 5 for SIAM will support the strategy, design, and transition to a SIAM model. Since there are no operational component, TUPE won't be required.
Is Lot 3 broken into sub Lots and are we able to only bid for certain sub Lots i.e. 3a and 3b only	Yes. Unlike TS2 where you could bid for Lot 3 and then decide which services to deliver under it's sublots (3a-3d), TS3 will require you to bid for each sub-lot you wish to deliver services from.
Is TS3 similar to DOS4 in terms of applications?	TS3 application developments will be more geared to those customers who also want to include further enhancements and support as part of a cradle to grave application solution.
Given that most tech services involve an element of tech refresh why would I use TS3 when I can get tech support services via TePAS?	Services are only available within TePAS at the point at which either hardware or software is bought. It does not support the delivery of services only.
How is TS3 linked or not to CCS TTAS Transport Technology And Associated Services and more recently Highways England OTCF Operational Technology Commercial Framework and if so which Lot would this be part of?	TS3 covers a range of services separate to the proposed Highways England OTCF framework so there is no overlap.
Will TS3 offer more Direct Awards, the message is not entirely clear?	Direct Award will be available in TS3 on the following lots: Lot 1 - Technology Strategy and Design Lot 2 - Transition and Transformation Lot 3 - Operational Services Lot 5 - Service Integration and Management
Will Direct Award be possible when one or more of the DA Criteria is met e.g continuity of service rather than using Basware?	A catalogue platform has to be in place to ensure a fair and open environment for all suppliers and customers
Will new services be able to be added to the Lots throughout the duration of the framework?	The services contained within each lot will be detailed in the TS3 specification and will be the ones you bid to deliver. New services will either be included within SPARK 2 if appropriate or will be planned for Tech Services 4.
Can you confirm who the Spark team are?	The SPARK team support our exciting innovation framework. More information about SPARK can be found at https://www.crowncommercial.gov.uk/agreements/RM6094
What is Spark2? Is this an additional iteration of the current Spark framework?	SPARK 2 is the planned replacement for SPARK. it's currently in the initial development stage.
When will TS3 open? The last slide was not entirely clear?	The OJEU will be approved on 20 October 2020 with a the tender submission deadline is 1 December 2020
Any view on the length of the OJEU release to bid deadline?	

Why 5 month period between submission and award - this seems an inordinately long period of time compared with the two month submission timeframe?	This reflects the time it takes to evaluate such a complex framework with multiple suppliers bids, the internal assurance and governance processes, and the work required to onboard suppliers and set the framework up.
Some complex programmes would benefit from dialogue/clarifications post submission on the competitive exercise - will this be allowed in TS3?	Clarification questions can only be asked and responded to prior to award. Once the procurement has been awarded, there should not be a need for any further clarification questions
When will you release the application process and details for suppliers for Lots they would like to apply for?	Details will be included as part of the OJEU release on 20 October.
What is the tender response of TS3 going to look like?	The TS3 bid will follow the same process as other TP&S agreements.
A new supplier applying for the first time, so could you confirm the specific ISO requirements for TS3?	The TS3 specification which will be included in the bid pack will detail required standards.
Are there any ISO requirements to be able to bid for TS3?	
Can CCs give a list of filters/examples of the type of projects/engagements under each Lot?	The TS3 specification which will be included in the bid pack will include example services for each lot.
Are there any financial requirements?	As part of the bid process each supplier will be scored using a Dun and Bradstreet scoring threshold specific to each lot. More details will be included as part of the TS3 bid pack.
As a new supplier looking to join this framework, will the process to join TS3 be the same for all suppliers?	Yes the bid process will be the same for all suppliers to ensure a clear and level playing field.
You mentioned SME's earlier in the presentation. Are there any specific requirements around company turnover that suppliers need to have?	There are no requirements on company turnover as part of bidding for TS3.
Will the contract references be mandated for public sector refs only? Or can we provide private sector refs as well?	Any contract example will be fine as long as it reflects the services being bid on.
You mentioned contract examples would be required as part of the bid, could you just clarify the structure or format of that?	Information on the format for contract examples will be detailed in the TS3 bid pack.
Will Performance Certificates apply or only contract examples?	Only contract examples will be required with one per lot you bid on.
Can you confirm the quality threshold again please - Was it 70% for each Lot?	The quality threshold will be 75%.

<p>Your earlier slide noted that there would be no duplicate offerings from other frameworks such as G-Cloud, accounts we are engaged with are mandated to spend through TS3 but we encompass almost our services on G-Cloud, does this mean we can not enroll on this framework/ will not be approved?</p>	<p>It will be an internal decision to decide if you wish to bid for TS3 and offer services via the agreement,.</p>
<p>Does existing data we've entered for other frameworks - the mandatory info etc - get carried over?</p>	<p>No previous performance with any CCS agreement will be considered and all bids on TS3 will be evaluated on a level playing field.</p>
<p>If you are already on other CCS frameworks (GCloud, DOS, CCS3) - does this assist and help in any areas of the Bid process?</p>	
<p>To get a bid pack do we need to register our interest somewhere?</p>	<p>Full details will be included within the OJEU release on 20 October 2020.</p>
<p>With the proposed reduced number of suppliers for TS3 how will CCS ensure SME's are awarded places on the framework and SME's participation is encouraged.</p>	<p>SME's are very important to TS3 and we will ensure that there's a level playing field during the bid process to support them.</p>
<p>You stated that you are encouraging SME's for the TS3 contract but also indicated there would be an intention to limit suppliers. Will there be minimum entry requirements on size, revenue etc placed on being awarded as a supplier to TS3?</p>	
<p>How will the shift from 120+ suppliers down to the (probable) 50 to 70 support SMEs?</p>	
<p>Does TS3 encourage or prohibit formal partner bids? What's your position on the big players partnering with SME's?</p>	<p>There is no restriction on partner bids and is down to individual suppliers.</p>
<p>Can you please confirm the number of suppliers per Lot - are there going to be restrictions in numbers?</p>	<p>We are going to increase the level of quality within TS3 and whilst customers would prefer less suppliers per lot it's not something we're actively seeking to restrict.</p>
<p>Are you planning to reduce the numbers of suppliers on the framework as per the market request?</p>	
<p>When you applied the proposed quality scores for TS3 to the applications under TS2, how did that determine the amount of suppliers awarded a place?</p>	<p>We used previous TS2 award data to model the impact of increasing the quality scoring threshold for TS3.</p>
<p>Last time there were 1000s of clarification questions which became onerous to manage - what are CCS doing to try and avoid this time round. Obviously the briefing will help support - but are there any other measures to avoid?</p>	<p>We have ensured that there are sufficient resources to answer clarification questions.</p>

Is any detailed spend analysis available for suppliers who are not on TS2 but considering TS3?	We can provide high level spend data but not any confidential information
Where can we see current KPIS on TS2 if we are not registered for TS2?	If you are not a prime supplier on TS2, you will not be able to see the KPIs
You mentioned number of SME's on TS2, is it possible to share the split of awarded business between different supplier sizes?	SME orders reported to date are: Large - £282.8m Medium - £76.5m Micro - £6.4m Small - £19.1m TBC - £9.7m
Will KPI's or performance on TS2 be considered at all with the scoring process for TS3, or will it be a blank canvas for everyone?	No previous performance with TS2 will be considered and all bids on TS3 will be evaluated on a level playing field.
Other frameworks that compete with TS have this feature which makes them attractive to both clients and suppliers.	Thank you for the feedback which his really positive to hear
Will the new shortlisting process be run on Digital Marketplace in the same way as DOS4?	TS3 doesn't use the digital marketplace so the shortlisting process will be more manual but with clear guidance for customers.
Can you explain further reference how buyers can use an RFI to shortlist under each Lot please?	Full details will be provided as part of the TS3 documentation pack
The MSC is updated roughly every 6 months - will TS3 T&Cs be updated in line with changes of fundamental clauses.	The Lot 4 T&C's which is based on the MSC but won't be updated along the same timelines as it.
The PSC terms have a number of clauses that cause suppliers difficulties - is there an opportunity to discuss these with CCS? E.g customer right to terminate any part of or whole on the 90 day notice.	Please contact us and we can discuss
Can you confirm that Basware is still being used?	Basware will be used for TS3 in the short term but CCS is moving to a new catalogue platform called Scale in 2021 and TS3 is on the roadmap to be migrated.
Do suppliers need to be registered to Basware?	Yes, all suppliers need to be registered on Basware
Could you provide some feedback on Basware in TS2. How many projects have been procured via Basware?	The number of Direct Award orders for customers is 50