Technology Products and Associated Services 2 (TePAS 2)

Market Engagement September 2022

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Crown Commercial Service

Housekeeping

- Please keep your audio and video turned off

- We will be using Menti for the Interactive session

- Slides and information packs will be made available after the webinar

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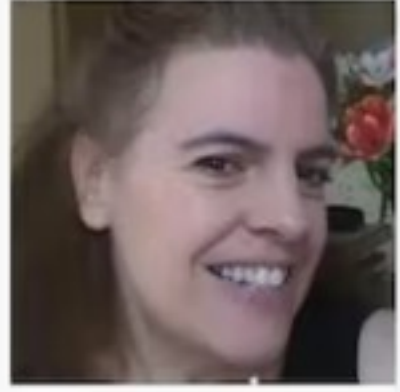Commercial
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Introduction

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Agenda

- Team introduction

- Current agreements

- Project timeline

- Market engagement

- Themes to discuss
  - Scope and structure
  - Ways to sell
  - Pricing models
  - Catalogue
  - Social Value / Carbon Reduction Plans

- Closing comments

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TePAS 2 Project Team

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Current Agreements

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Current Tech Products Agreements

	TePAS (RM6068)	TOPC (RM6147)	EdTech (RM6103)
Framework Term	10/12/2019 - 09/12/2023	19/11/2020 - 18/11/2023	10/06/2019 - 09/06/2023
Lot Structure	Lot 1 Hardware and Software Lot 2 Hardware Lot 3 Software Lot 4 Information Assured Products	Lot 1 Technology Online purchasing content	Lot 1 ICT Solutions Lot 4 Hardware Lot 5 Audio Visual
No of suppliers	39 (50% SMEs)	56 (63% SMEs)	42 (78% SMEs)
Routes to Market	Further Competition Simplified Competition	Lowest Price	Further Competition Simplified Competition Lowest Price
Call-off Term	5 Years	N/A	5 Years

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Project Timeline

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Activity	Date
Final Business Case	November 2022
Bid Pack preparation	December 2022 / January 2023
Contract Notice placed in Find a Tender (FTS)	February 2023
Framework award	September 2023
Go Live	October 2023
Length of Framework	30 months with extension up to 18 months

Note: These dates are subject to change

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Market Engagement

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Engagement So Far

2021

December - started one to one sessions with customers and suppliers
December - One to One Customer and Supplier sessions commenced

2022

26th January - 2 webinars; 1 supplier and 1 customer
9th February - Supplier webinar
24th February - Customer webinar
22nd June - Supplier webinar

Over 2,200 comments collated !!

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Instructions

94

Scope and Structure

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Scope

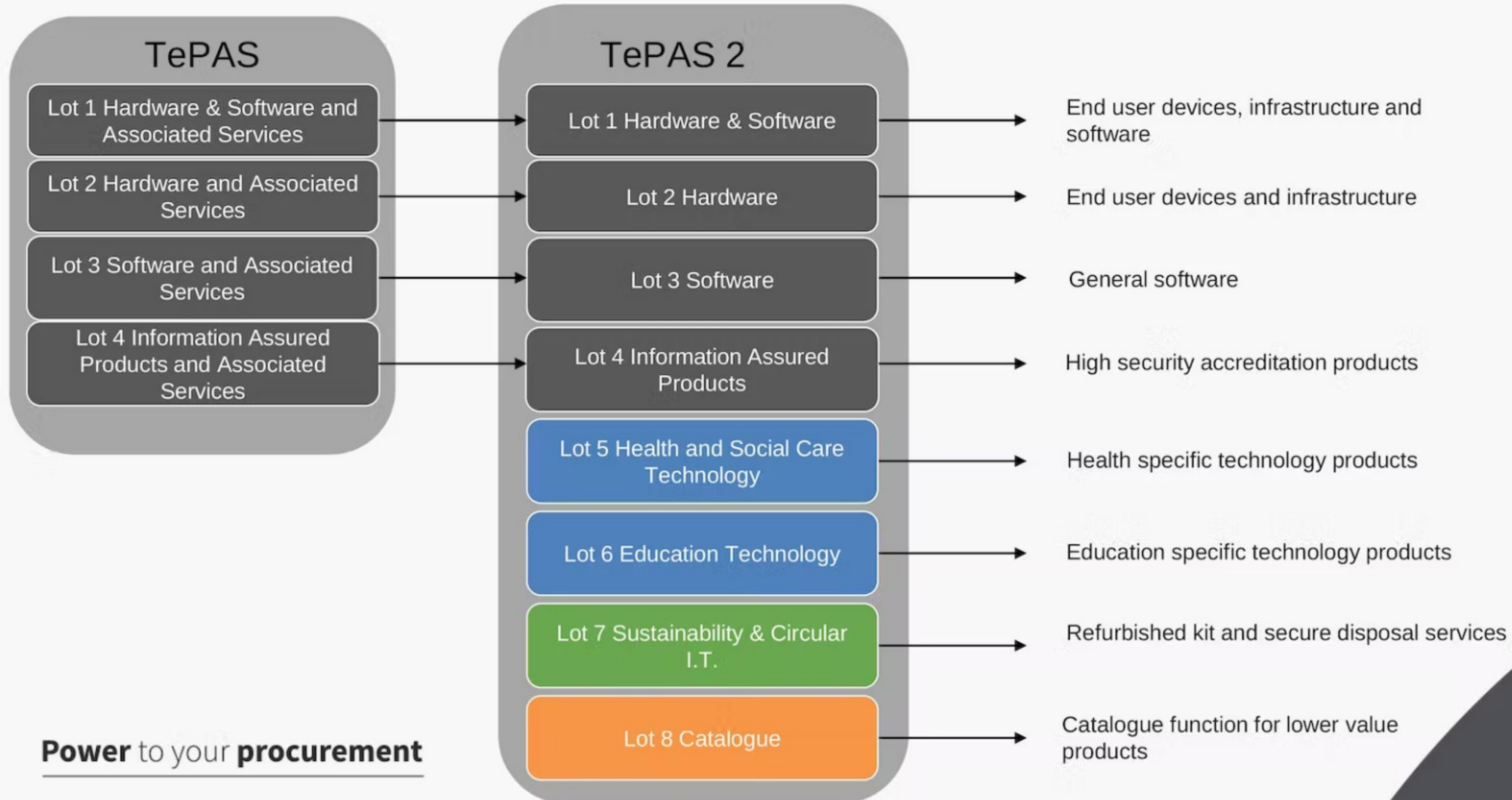| What you said	What we are doing
The current scope is broad and liked by buyers	Keeping the commodity scope TePAS currently supplies
There are too many CCS technology product frameworks	Consolidating 3 frameworks into 1
Associated services is liked but more clarity in guidance is needed	Improving guidance and capability of Associated Services
Do not increase the supplier numbers, do not want too many bids	Including sector specific lots to keep suppliers numbers low
Positive mix of supplier OEM/Resellers/SME's	Ensuring correct supplier mix for scope
Would like to see a cradle to grave solution included	Including a cradle to grave solution
Include cloud services	Compliment cloud journeys, e.g. private on-prem cloud
Sell refurbished / remanufactured / recycled devices / secure disposals	Highlight the availability of circular IT and sustainability

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Structure

What you said	What we are doing
Keep lots 1-4	Keeping original TePAS core structure but building on it based on market feedback and needs
The current structure works and is simple to use	
We want a one stop shop for all commodity hardware and software	Consolidating tech products elements from relevant frameworks into one stop shop TePAS 2
TP2 had a catalogue function which was liked	Adding the catalogue back into the framework
Consider sector specific lots	Incorporating sector specific lots in-line with market needs
Incorporate sustainable solutions	Emphasise sustainability with a specific lot
Better support for consumption / as a service models	Improving support and guidance for consumption / as a service, e.g. within T&C's

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Proposed Lot Structure

TePAS

- Lot 1 Hardware & Software and Associated Services
- Lot 2 Hardware and Associated Services
- Lot 3 Software and Associated Services
- Lot 4 Information Assured Products and Associated Services

TePAS 2

- Lot 1 Hardware & Software → End user devices, infrastructure and software
- Lot 2 Hardware → End user devices and infrastructure
- Lot 3 Software → General software
- Lot 4 Information Assured Products → High security accreditation products
- Lot 5 Health and Social Care Technology → Health specific technology products
- Lot 6 Education Technology → Education specific technology products
- Lot 7 Sustainability & Circular I.T. → Refurbished kit and secure disposal services
- Lot 8 Catalogue → Catalogue function for lower value products

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What would you deem is an "associated service"?

Close to the box services	Installation, support and maintenance	Anything and everything
Audits to ratify specification	Maintenance & Support	Any complimentary service that is sold with an IT product.
Consultancy, design, liaison with build contractor, configuration, training and support.	Any service that relates to the purchase of a hardware or software product.	Support and maintenance

77

What would you deem is an "associated service"?

Services relating to the hardware or software procured.

Close to the box, complementary support including asset tagging, some discovery, delivery, set up, floor walking, support

A service that is related to the product/equipment you have sold.

Installation

Maintenance

Support services

Support and Maintenance

stock holding, asset tagging, bonded storage, imaging, extended warranty, installation, recycling, training, consultancy, solution design,

Installation, support, training

77

What would you deem is an "associated service"?

Infrastructure

Support

User training - for example in edtech the ability to offer a twilight training session on the new classroom technology

A service that is linked by one degree of separation for the "product" sold

Support and maintenance

Supply chain services, eg storage, configuration, asset management and delivery

IT Support / Managed ServiceTraining/CPDProject MmanagementAuditingInstallation ProvisioningWarranty / Insurance

Maintenance, Professional Services, Support, Project Management

Implementation and support of hardware and infrastructure

77

What would you deem is an "associated service"?

Any post deployment service, including consultancy	Maintenance and Support	support, training, leasing, software licences
Maintenance and support services	Extended warranty	Consultancy, deployment, management, support and/or maintenance in relation to purchased hardware/software
Anything related to product fulfilment: eg imaging, configuration, installation, ongoing support	Services not covered by other lots	Configuration, training, support, proof of concept, trials

77

What would you deem is an "associated service"?

Training

Any professional or support wrap offering provided by the supplier linked to the hardware or software requirement

Any service that brings value to the procurement.

(i) Close to the box services (e.g. Asset Tag, Imaging) (ii) Deployment Services (iii) Managed Services (iv) Warranty & Protection (v) Imaging (vi) Autopilot

Install to Desk

Helpdesk

Related consultancy and professional services

Standard Installation and configuration service

Anything that would support a hardware purchase

77

What would you deem is an "associated service"?

Training

delivery schedules

Install and configuration

Anything relative / relevant to the supply of the products services. Could include Financing Services to support purchases.

Configuration, installation, deployment

Flexibility without borders

End of life services

Anything. Suppliers and customers don't want multiple framework contracts for a single procurement

Ongoing operational management of customer owned assets.

77

What would you deem is an "associated service"?

Imaging, asset tagging, BIOS setting, delivery to desk, autopilot, maintenance, removal of old device

Consultancy eg health checks

Professional services support (day rates)

Connectivity

configuration, installation, provisioning, support/maintenance

Installations

Zero touch, imaging, install to desk, break fix, help desk

Associated Training

Project rollouts

77

What would you deem is an "associated service"?

Deployment, training, consulting type service for effective delivery

Security Serives

A service where a Subject Matter Expert is required or desired (to reduce implementation costs) to take a product or series of products and create the cusomer's required solution.

Infrastructure/connectivity where appropriate

VAR services from select, supply, deliver, integrate, support, retire and dispose technologies available

MDM Enrollment

Optimisation, training etc

related/linked software.

Any service that is associated with a product that you're selling. I would say any service up to the point of managed service

77

What would you deem is an "associated service"?

Leasing

implementation, support, development,

anything extra that is linked to the device , config , imaging asset tagged , desk deployment , autopilot , intune warranty , break fix etc

Managed service to support a solution

Maintenance and support

Install, support, enduring assurance (security, safety etc), airtime/bandwidth (provision of 4G/5G, SATCOM etc)

Implementation, ongoing support & maintenance

Asset tagging, imaging, deployment to desk, remote monitoring of end user device, support services.

services to design, install, build, set-up and maintain a product that has been delivered.

77

What would you deem is an "associated service"?

I would associate it with service, support, installation, managed services

disposal of redundant IT

lifecycle services from config, install, maintenance and also attach elements such as carbon offset, and also standard operational software (not user apps) that makes their usage and operation and management efficient

Consulting services to support deployment

Implementation services

For education - consultancy, design, development of IT Strategy. Installation and configuration of kit.

Stock holding Services

Managed Service. Delivering hardware, that is provisioned and ready to use, via Mobile Device Management.Planning & Vision. Making sure the institution is ready for a technology deployment.CPD Training. Ensuing staff are competent & confident.

Don't disagree with what is being suggested but need to be careful about how these are applied to avoid muddying the waters with other frameworks

77

What would you deem is an "associated service"?

installation, services, maintenance and on-going support relating to the purchase of the hardware, operating system and associated software

Support and maintenance.

Consultancy/projects not managed services

Any service that is required/nice-to-have to optimize the core service.

Helpdesk.

Services that might be available on exclusive frameworks.

Removal of packaging

Installation, training, pre-delivery configuration, disposal, enhanced operational support

Pre / mid / post life asset servicesPreImagining deploymentMidMigration / smart hands / MACPostRecycling / redeployment/ secure disposals

77

What would you deem is an "associated service"?

Related professional services	DaaS	Deployment
Post deployment/ installation services	Software Development & Integrations	Imaging, asset tagging.
Support Services	extended warranty, breakfix services, hold stock for swap out	Installation?

77

What would you deem is an "associated service"?

Install, support, training.

Asset pre-labelling using customer provided asset # range

As a service / consumption based delivery

Lifecycle Services

Services that reduce cost and risk.

helpdesk shouldnt be in TePAS2

Enablement Training

Working with main contractors to design and install IT infrastructure.

Something connected with the service or service delivery

77

What would you deem is an "associated service"?

Workshops

(i) Asset Recovery (ii) Drop in the Box, set up card

Procurement / benchmarking services (enabling a reseller to demonstrate value across varieties of OEM's)

supporting or supplementary bolt on services

With many organisations looking to exit their on premise data centres, would a co-location option (for non-cloud native infrastructure) be an associated service?

Post implementation support for fixed period

Cellular data services

WEEE disposal of outgoing kit

Not with other frameworks but it needs to be made very clear how and what services are decoupled and why customers would want to do this.

77

What would you deem is an "associated service"?

May want "associated services" for equipment not purchased through TPaS eg. legacy systems

Ease and continuity of customer journey? Contract flex to allow min kits for elements which in future to allow ability for decoupling some services?

Decoupling services should work well. Provides customers with flexibility after initial purchase

Good for flexibility/choice. Allows for Suppliers to react to market trends/inflation to separate out the term for certain services/licences

'Services' need to be very clearly defined.

Will ISP/WiFi be included in this framework? Or is that solely within Network Services?

Sustainability across lots

Security Services and Solutions lot

The proposed lots cover the vast majority of the requirements we come across currently and appears to offer routes to market for new innovations.

77

What would you deem is an "associated service"?

Current operating lease call off schedule requires 'the supplier' to provide the lease. This precludes many suppliers from being able to respond, as not all have in house capability

Yes to flexible leasing and subscription. Mini-competition seems to work well on other frameworks to meet requirements for PCs, laptops and tablets which include a service wrap and a quick turn around.

Allows you to build a consultative working relationship with the client and justify investing time and resources knowing the definition of value is not the race to the bottom on price.

Absolutely NO!

Finance - Partnership - Accreditation - Stock - Professional Services and Expertise. In short a broad scope of products and services.

Very informative, good open forum event.

There are no standards or benchmarks from customers and therefore what are the real expectations for sustainability and CRP's

77

If we decoupled some of the services (e.g. maintenance) would it create confusion with other agreements and why?

Test

No, can't think why it would. Useful flexibility

Allow for flexibility to add on to a product procurement, or buy it through a service specific framework if the products are not being procured

Services will become core element of TePaS2 . Allow customer choice

Maintenance is an important element to consider when selecting Technology so options should be available at the point of purchase or decoupled. Ensuring informed decisions are made.

Extended warranty is usually only offered by the original supplier

Fine with decoupling services

A lot of suppliers can offer enhanced warranty over and above that offered by the vendor - so I think removing it would create more confusion

If its pure services... as in decoupled.. it should then go through TS3

38

If we decoupled some of the services (e.g. maintenance) would it create confusion with other agreements and why?

It might not cause confusion but it would disrupt the pricing models as we cover low hardware costs with the slightly margin richer support services

No.

Nope - provides wider choice at the point of purchase.

these can be purchased separately, could you not make a provision for services (e.g. Extended warranty, Disposal) for a later call-off in the order form?

It may not provide the best price as some vendors blend the price of there support into the price of the solution, and decoupling them may increase the overall cost of the solution.

I think it will add complexity and cost for customers. Generally it's cheaper and easier to buy as a solution when buying the hardware. However, buying a maintenance agreement for an entire estate for example is valid can can be de-coupled.

It should be down to the customer and their requirements, they should have the option to add on additional products, services, warranties etc

Greater flexibility to build a specific solution.

Yes this would make it difficult for the provider to understand the relationship and responsibility for maintenance

If we decoupled some of the services (e.g. maintenance) would it create confusion with other agreements and why?

depends on the commodity

No allows more flexibility for customers.

Not for me. So long as their was an intrinsic link to a commoditised product or software purchase. Provides an intuitive route to market for customers.

It makes sense to de-couple as that's aligned to what buyers may want. It offers the flexibility needed

Ts3 is just standalone services so easier to buy associated services when buying the kit

Some HW providers do not allow the purchase of 'after market' support (ie not purchased at the same time as the kit), and if they do it is not as cost effective

Depends on the award process for the service you need. What if you end up with an alternative supplier? It adds complexity and cost and delays.

Consultancy-type services can be decoupled

Nope. Will allow for simplicity and flexibility.

If we decoupled some of the services (e.g. maintenance) would it create confusion with other agreements and why?

No, it would offer flexibility and extra options for the customer for consideration for future possible purchases

Having maintenance service offering assists the supplier in making a margin on the transaction, decoupling would make it a product only very low margin and potentially unpalatable

No. Once you are in an agreement, customers and suppliers can use change control to add and extend without going through a new procurement. If they want to move supplier they can use different framework or choose another supplier on same framework.

Easier for buyers, can be difficult for sellers though. My expertise is around networking equipment and devices are registered to the seller, on behalf of the customer. To "move" inventory like this is possible but cumbersome and time-consuming....

You could use the same approach as RM3808 where a customer can buy a "supplementary" service after initial contract as long as it aligns to the original "core" service. i.e. buy a LAN and then afterwards buy additional related services from same plac

Other frameworks allow it so make sure this competes

Overlap wouldn't necessarily effect customers, as they'd get to choose between the benefits of one procurement, or the choice of more specialised suppliers if split out

no, it just needs to be clearly communicated, but it makes sense and keeps it simple, and allows for a richer customer engagement and for us as a channel to invest more easily in customer success

Maintenance extension options should be considered as part of Sustainability. Extending the life of assets is in many occasions a sustainable option.

If we decoupled some of the services (e.g. maintenance) would it create confusion with other agreements and why?

Also Maintenance and service wrap is a fundamental part of any DVaaS model - so would create issues for that kind of approach

Create more flexible call off contracts which enable multiple work streams where services can be added at a later date.

Ultimately the main thing is you now have in scope and will be clearly sign posted for hybrid and as a service which is the future and be the main service now and future

This is to capture my Q from the earlier slide: Would Security Operations Centre (SOC) be considered an associated service? Thanks

I would consider "associated services" to include system management, maintenance and other product lifetime services, which should be tied to a product

Maintenance is a great example of a service that can be de-coupled without confusion

Customer unlikely to get best price from suppliers if decoupled. Could offer the option to extend services only within the Order Form/Contract.

Fine to buy services related to the original purchase at a later date.

You can buy hardware as-a-service on TS3?

If we decoupled some of the services (e.g. maintenance) would it create confusion with other agreements and why?

Keep customers using tech services 3 for buying only services

It would be great to have some scenarios to see how this would impact the customer journey

Customers don't want to do two further comps via two frameworks

Could lock service specialist suppliers out of exercises if decoupled, meaning customers aren't getting the best quality

How will those "renewals" be governed, ensuring fair and open competition? Not just sell an extend "break fix" or extended warranty, which could include gold stock provision?

No, see it as a add on option. (Might help finance balancing if opted for within a certain time frame (e.g. every 3 months))

Makes sense. Allows Suppliers to react to market/inflation to provide extensions etc where needed

It would confuse as it would be blurring the line of being a product specific framework

Anyone mention direct award? :)

If we decoupled some of the services (e.g. maintenance) would it create confusion with other agreements and why?

A reseller only lot that is free from vendor influence

Will purchase from sector specific lots include the elements available in Lots 1-3.

It depends how many suppliers are going to be in each lot

Defence defcons need to be articulated in the framework terms as these can be contrary to the framework terms

A lot through which technology and associated services can be delivered by individuals with security clearance, usually a requirement in Central Gov/Defence

38

What have we missed from the proposed Lot structure (if anything)?

Direct award??

Direct Award! HA!

Awarding directly

Direct Award

Direct Award, Accessories & peripherals

Lot that covers all options. Buyers can buy as an end to end solution.

How do multi-requirement tenders that cover multiple lots work?... e.g. Hardware plus disposal.. one tender two lots?... two separate tenders?... can you only respond to the full requirement if you are on both lots

Presume hardware & software lot covers hybrid cloud models mentioned earlier

You mentioned sustainable solutions but why not put that in the sustainable lot

32

What have we missed from the proposed Lot structure (if anything)?

This may be covered under Lot 6 - but confirmation on where ICT for new Free school builds (from DfE), currently under Lot 1 in RM6103 will be covered?

Combined lot (where you can buy from selection of all lots)

How would aggregated procurements work across verticals e.g. Health / EDU customers

Vendor specific requirements

extended maintenance and support ??

oem only ?

Bundling of services cross lot

What will happen to DfE free school bids from EdTech?

Do agree that incorporating sustainable IT into sector specific would make sense - e.g. school buying refurb plus services

32

What have we missed from the proposed Lot structure (if anything)?

Multiple lot purchases, now there are more options, needs to be thought out…

Direct award options?

One-stop lot makes the customer journey easier form a procurement perspective

Accommodate eCommerce

The main terms dont' necessarily serve all lots. For e.g. perpetual IP not appropriate for COTS where IP should only be granted for the term of the contract. not in perpetuity

RM6103 ends well before this framework becomes active - is it possible to extend this framework to fall in-line with the TePAS2 execution dates?

Innovation lot?

Larger Solution / Combined services lot to span multiple lots.

Associated services?

32

What have we missed from the proposed Lot structure (if anything)?

Maybe too many lots

What is the thinking around not having an OEM lot ?

So DFE will use Lot 6 for Free Schools Solution Procurement?

Defence / security Lot

digital transformation/business outcomes based lot, scored more on the outcome/ROI delivered

Sustainability should be included in other lots as well as being a separate lot

Need for Policing/Blue Light sector specific lot perhaps

Does Lot 3 'general software' include bespoke development/agile delivery?

Direct as originally sign-posted. What is simplified competition? (100% Price)?

32

What have we missed from the proposed Lot structure (if anything)?

Parental contribution schemes

If you can't do direct award what about capability award like the new National Highways has done.

For sector specific Lots will the products and services from Lot1-3 be available within that sector specific lot.

Ruggedised solutions for specialist users

Define further sector specific lots. If this is sector specific products or customer specific lot

Lot for blue light

Will the health lot use the heath t&C's and not the public's sector contract

If you are in Heath sector and need 'software', do you use Lot 5 or Lot 3?

White Label lot where customers can also develop solutions (for example healthcare) and resell them supporting funding for their own organisations.

What have we missed from the proposed Lot structure (if anything)?

the health sector lot is that Nhs only? or will that include health related chsrities for eg Cancer research or MIND how will you define who can use that Lot

also Education , will that be any educational eatablishment including higher further ed ? or just K12 , academy trusts etchow will you police who can use this lot

IP question relates to licensing on software (proprietary). when a client purchases the software COTS for a specific term, then use of IP is granted for the term, not in perpetuity. License to use the IP ends once the contract ends.

Will there be a limited amount of suppliers per lot to simplify buyers experience?

Lot which provides for the 6 pillars for NHSE&I recommendations from March.

Can you confirm if you expect to see off the shelf/ products only? No bespoke solutions should go through this framework?

Will edu tech be canned?

Police/Blue Light example products/services - mobile devices/Sims, LAN audits, body worn cameras

rather than decoupling services - why not have a lot that encourages services that are linked to a product sale - will help create smoother buyer pathways so that they don't have to framework hop to fulfil their requirement under one agreement

32

What have we missed from the proposed Lot structure (if anything)?

Audio Visual Specialist Lot?

Will all lots have the same framework fees?

Need to be able to bundle services to provide end to end service

we need to have flexibility to apply our own terms in the call off (a bit like G-Cloud) otherwise the one size fits all approach to terms is too broad for the wide solutions on offer across all the Lots.

Having a specific Education Lot (Lot 6) - is definitely a good way to go...

Yes. All of our products align directly with the new model . I can't think of one that is ambiguous. Our customers just like to have a framework to "hang the order on"...

32

Does the structure support the way you sell? and why?

No. No supplier sells in Lots. Visit any supplier website.

Yes, we are an education specialist so provided Lot 6 includes product, services - turnkey etc it's appropriate.

Yes, because we sell hardware and ongoing maintenance, support and security as a single solution

How do you address pre tender conversations?

Need to be able to bundle service to offer end to end service

The biggest challenge we have is when you lose you are mostly denied any feedback that help to be more successful. Whilst a 100% price tender is self explanatory, those that have a score for quality should require suitable feedback for success.

Flexibility is important to us. We take a customer focussed approach so we will look at what the customer wants and then how they want to procure it

We normally have a holistic approach and bring in a number of sub-contractors depending on the transformation thats being delivered

Providing we get on the lots we want to be on, then yes

Does the structure support the way you sell? and why?

Yes, because we don't sell niche products like clinical software, so it will filter out irrelevant opportunities. Previously would subcontract to niche suppliers but customer could now go direct

More support for pre-engagement and protection for first to the table providers who invest time and money in supporting customers.

No. As an Apple specialist, it doesn't support how Apple expect us to work with schools. We talk about Value whereas this process is about Cost.

Yes, the proposed lot structure would work fine

Potentially, without seeing some of the complexity behind the sector specific LOTs (Education as a prime example) it's hard to say. I'd like to see a simplification to the existing out-going Education Framework.

It is artificial to our customer journey - we pre engage (which can be tricky with tendering demands), discuss, discover and then suggest. A framework is a purchasing vehicle, not an enabler to a relationship based selling conversation

I think that it depends on how the lots work together and we would also want to lock in services at the point of product sale. Payment solutions are also now an integral part of our go to market

the only thing missing is a customer workshop to fully understand the business challenge and not just from IT but all other areas of the business

Customers don't buy in Lots outside of frameworks.

34

Does the structure support the way you sell? and why?

Yes. Good to see lot 7 separated as many suppliers in the lot struggled to bid as it was part of a wider lot (lot 4) in TePAS

What does the customer think to this? And of the inputs you've covered today how many were supplier wants versus customer wants?

Customer need solutions and need an SME. We review customer requirements and then offer a recommended solution

Customers may want one contract for entire EUD journey. Incl procurement, support, refresh and disposal.

Not particularly. We have something truly innovative to offer so need to engage with the buyer to raise awareness - product doesn't easily fit into standard lots.

Depends the framework ts and cs, more than the lot structure for us.

we need to have flexibility to apply our own terms in the call off (a bit like G-Cloud) otherwise the one size fits all approach to terms is too broad for the wide solutions on offer across all the Lots.

Cross lot capability would reflect the way that customers buy.

For sector specific, provided all services and products are available in the lot, eg those hardware and software products from Lots 1 and 2.

34

Does the structure support the way you sell? and why?

Need customers to give feedback on outcome. Even on price only ITTs we need to know how far out we were - was our buying price any good?

Terms and conditions can be prohibitive.

We would bid for all of them.

Yes it does. No two customer requirements are the same so flexibility around what services they purchase is important. Also, combining lots excludes companies (particularly SMEs) from selling

The structure works. However we need an option to sell end to end options. Also, whilst value for money is key the structure and guidance shouldn't force a "race to the bottom", will you limit the amount of suppliers?

No. Market engagement still very necessary.

Lot 1Lot 2Lot 3Lot 4 (depending on requirements)Lot 7Lot 8 (maybe)

Requirement for customers to give a result, as well as feedback. There are a number of ITTs from the last 12 months that the only people who know the result are the people that got the PO

Lots 1-2 look most relevant to us. (Infrastructure-type solutions)

34

Does the structure support the way you sell? and why?

We would bid for Lots 1-4

We would bid for a sector specific lot, provided we could supply products and services that might also be included in Lots1-3. We wouldn't want to have to bid for Lots 1-3.

Yes although it needs to clear to customer which lots they should be using for they requirements

All lots, to ensure pipeline visibility and mitigate erroneous lot utilisation

Suppliers and customers need to have the flexibility to apply/disapply specific terms according to the solution they are procuring and the market it will be applying to

Is the Education lot all of education? Schools, FE and HE?... as there are lots of other specialist frameworks, particularly in HE.

For education the majority of organisations are more and more looking for solutions and support, not just hardware so the current approach creates challenges as per the Apple comment.

The sales cycle typically includes customer engagement ie conversation about wants, challenges followed by technical discussions on possible solutions. Framework procurement doesn't facilitate this generally, it's all portal and document driven

We would look to bid for all Lots bar Lot 4 Information Assurance (not List X) and Lot 7 sustainability

34

Does the structure support the way you sell? and why?

As long health and edu will still buy through the other lots

If the Education lot is all Education... will you test all education in qualification?

have ccs actually spoken to schools to ask them how they want to buy things?

Tricky as we are normally much more conversational in sales than a tender system would normally allow. Get to know them ,research needs and fill the needs of the client rather than just sell. A more flexible and discovery based sales method.

If you design a solution, is that prejudiced to the customer tendering and awarding you the delivery and installation of the solution. Can a customer include design in the same tender?

If you enable suppliers to provide their own terms as part of the call off - then Yes:)

Where aggregation processes are undertaken with a retrospective view of previous requirements - it doesn't support consultative selling where you reassess the requirement to drive value, improve functionality & reduce costs.

Many suppliers can not agree to specific terms with overbearing audit requirements. When dealing with highly secure environments, such audit requirements make it impossible to tender.

Have CCS spoken to universities to understand how they want to buy?

Does the structure support the way you sell? and why?

Does this framework conflict with frameworks like NEUPC (Education)?

What about aggregated procurements (effectively frameworks within a framework), how will these be policed?

No. More flexibility in framework terms need to be provided.

Prescriptive Terms and Conditions do not allow for innovation, so no.

Universities dont currently use RM6103

Is there any wider purchasing organisations support / endorsement on this iteration, like YPO previously?

Echo the comments about engagement - the tendering process is so disjointed in terms of fully understanding the customer journey - so would welcome a vehicle for early market engagement. It would drive better outcomes and responses to ITTs

Would you expect an NHS organisation to only use lot 5 to purchase general IT, rather than Lot1, to limit the responses they get?

Rebate provision?

34

Does the structure support the way you sell? and why?

Marketing / promotion of the agreement

Is this the final Lot structure or it is still in development?

34

Any other comments?

Errr…

Terms need to be more flexible!

Leasing?

Will there be a quota of SME's?

Customer feedback on the structure?

Is Scotland on lot 1 now ?

Will the Public Sector model contract be in play as Framework T&Cs?

Will there be any draft specifications for the lots prior to the ITT?

Early engagement lot to scope requirements to drive better value through the tender process

26

Any other comments?

A user-guide for "how to bid", aimed at new bidders would be most welcome. :)

Clarify if it's health customer specific lot (for NHS customers to use to buy whatever) or a health products lot

There is confusion about leasing - can we offer a leasing partner, or do we have to use a provider who is on a leasing framework?

Will there be a reduction in supplier numbers per Lot?

will there be a threshold pass markor a set amount of suppliers on each lot

Any views on how new Procurement Regs will impact how this Framework will work?

Why can you not have Lot 5, 6 and 7 incorporated and as part of Lot 1, 2, 3 - will the lots have different entry requirements as part of the submission such as accreditation, capability, experience requirements etc?

Provide a template to Buyers so that meaningful feedback is provided to all bidders

Will you be sharing spend through each lot and supplier's league tables to see how suppliers are performing and supporting customers buying choices?

Any other comments?

They ability to provide supplier terms as part of the call off is essential!

Please give us enough time to respond / apply, taking into consideration season, holidays and internal governance processes.

Is this the final Lot structure or is it still in development?

can we get sight of the terms and schedules ahead of tender release?

rebate provision?

Marketing / promotion of the agreement

Be cool about references - customers won't agree to give them practically ever, so can be mega difficult and ccs are super strict

Any plans to have a 'Digital Marketplace' approach to the framework - ie supplier pages with key information/contact details/standard documents such as insurances, Carbon Reduction Plans etc?

If the Lots have different terms (for example NHS terms) how will you manage /compare commercial responses.

Any other comments?

Could you confirm if this framework is for off the shelf solutions/products and it will not be used for solutions that are bespoke?

Is there wider procurement organisation endorsement, like YPO previously?

Will the specification for school hardware fall in-line with the DfE output specification general design brief?

Will the framework fee be the same as the current framework?

vendor and compliance accreditations were not scored specifically on Tepas will they be on tepas 2 will there be minimum standards for eg cyber essentials and or ISO27001

Need a lot allowing customers to request IT Security Enhancement solutions and Data Protection solutions

Rigid End-to-end case study requirements like on TePAS, can prove difficult to (i) obtain (ii) propose complete reference incorporating all elements.

How many suppliers for each lot?

Could you confirm if this framework will be used for off the shelf solutions/products or will bespoke development be allowed?

26

Any other comments?

Can the numbering and naming convention be a little simpler next time??

Hopefully this can be marketed well so Everything ICT isn't the preferred framework on the DfE website

Are social value requirements for each lot going to be different or consistent across all lot submissions?

Did you consider a DPS?

If you're a VAR and apply for lot 1&2, you may lose out some NHS or Edu customers for agreements like Microsoft because you don't sell chemo software for example

TP2/3, TePAS2, TS3… so much confusion…

Can you please provide guidance to customers on how to put an RFI through the framework. Currently there are RFIs released that amount to a requirement to write a full detailed and lengthy consultancy responses.

What connections are there with private frameworks such as HCI that take money out of the public purse?

It was mentioned earlier about a barrier to entry for SMEs. Is there any published acceptance criteria or guidance on what needs to be done to be accepted as a supplier?

Any other comments?

Can stats be published to what is being sold, by whom and to who on a regular basis - by Lot

Agree with another comment, a DPS would allow more flexibility in bidding window and who should be on there

Please can you coordinate with other CCS teams so related procurements are spread out.

Lower levy for smaller suppliers

Can we restart the supplier round tables we had under 3733?

Customer feedback on RFI and RFP responses. Anything being built in to address those who are poor at providing detailed and response feedback?

How do SME's with limited resources apply to all relevant lots? Will there be an opportunity to answer one tender to be on all lots with the right to then chose / indicate which lots you want to be on provide min standards for?

Would every lot require references and case studies as part of the submission?

Clarity for customers on overlap between Other frameworks e.g. G-cloud, Tech Services, where digitial services should be procured etc.

26

Ways to Sell

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Ways To Sell

What you said	What we are doing
Current routes to market work	- Keeping the current routes to market but look to see where improvements can be made - Updated T&C's to better reflect diversity of selling models (e.g.consumption, leasing, etc).
Would like Direct Award included	Looking to include direct award across framework whilst still aligning with procurement regulations
Both further competition and direct award are required	Both will be included though final positioning to be determined

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Should we include any other ways to sell and why?

Utility model

An option to shortlist before further competition

Should provide provision for eCommerce

Subscription / utility consumption that allows flex up and down over the period of the contract?

Sell Solutions not specific products

Do mini-competitions have a fixed format? On other frameworks, we have experienced customers running vastly different mini-competitions.

Terms need to be flexible - so much can be sold within these lots it would be advisable to allow flexibility as in frameworks such as G-Cloud.

The ways to sell are appropriate. We would raise that there should be some sort of limitation or guidance to ensure that all bids under this framework are sustainable and transparent.

Yes to leasing > leveraging residual values for great affordability, driving a sustainability strategy to trade in all adds up to greater affordability

29

Should we include any other ways to sell and why?

As a service or consumption services for hybrid via bazware direct award catalogue?

Vendors reward resellers for early engagement, often pricing is locked down before RFQ goes out

ECommerce should be enabled for low volume, commodity products to enable automation of the Sales process

Re Direct Award - calling these products and services commodities particularly with associated services is far too simplistic. Direct Award only appropriate for catalogue and then carefully (not abused as it has been via G-Cloud)

Solution selling, customer journey is more complex. From premarket, persona modelling, HW evaluation, Managed services etc.

Yes, these are not all commodity products. Value is added in various ways to create a SOLUTION for the Buyers hence mini competitions and further competitions can be relevant - especially for larger public sector organisations

consumption based model

Agree with comment about G-Cloud, offers flexibility with adding specific product terms easily as part of contract

Customers often ask us to sell based on their requirement. We need to be a flexible as they want us to be.

29

Should we include any other ways to sell and why?

Parental contributions, 1:1 schemes

I like the ability for customers to shortlist suppliers to bid on their requirements- thinking skills , geography, incumbents etc

Sell with specific solution types - i.e. Secure the Cloud access / Understand Location of data is and who has access

Issues with deal reg from OEM's - level playing fields are not always level so 100% pricing means no value add and an unsustainable race to the bottom…

How would direct award be managed? e.g. (i) Pet Lot (ii) Moment in Time <-- how will you ensure sustainable value & competitiveness

Align selling process as much as possible with upcoming NS3 iteration, so that cross framework procurements can be run by Buyers if needed smoothly

will there be any flexibility on the terms?

social value when selling to schools. there should be no additional social value requirement.

Minimum procurement timetables - some customers write tenders for suppliers to win with short deadlines, meaning others struggle to understand and comprehensive bids written in time

29

Should we include any other ways to sell and why?

We sell solutions linked to products - so direct award is a great way to engage with a customer to understand how that solution fits their requirement. A tender approach often limits suppliers in terms of having to provide a prescribed response

Customers enter into agreements together but want a single contact. This has meant we need to get creative to support them.

Policy need to understand that Tepas2 will evolve into as a service consumption framework

So with the inclusion of Social Value, Simple Competition might be 90% Price & 10% Quality?

Larger organisations with their own 'in house' IT teams still tend to buy at the commodity level. The rest of the market appears to be looking for solutions. Sales processes focus on solutions , away from commodity.

Precedence of order form rather than framework terms would help

I mean NS3 selling processes and guidance so that Buyers are clear how to use both frameworks in parallel

Subscription Services Or Finance solutions like DaaS

Depends on what the "value" requirement is. If a customer competes an initial requirement and then awards, Direct Award should be available for bolt on requirements.

29

Should we include any other ways to sell and why?

Can only really sell off the shelf products via the catalogue.Doesn't cater for larger solutions.

Direct award can allow for a quicker procurement if the customer has already benchmarked pricing. CCS will lose spend to SBS / HTE especially at year end.

no

Leasing and DaaS

29

What's the impact of limited Direct Award (e.g. via catalogue only)?

Customers find other ways

Spend will go elsewhere

Customers create long term contracts for ongoing supply

cant sell solutions on a catalogue

Not everything is easily catalogued

Cuts out Suppliers who cannot deliver to catalogue requirements

Limits the amount of value we can offer customers. Direct award allows for further investment in a relationship as opposed to race to the bottom.

It would mean that we could put a lot of time and effort into building tech + service solutions with a customer and they are forced to go out to tender. Costing them time and money.

Customers and suppliers will seek other routes

33

What's the impact of limited Direct Award (e.g. via catalogue only)?

Very limiting for customers and suppliers

Off contract spend increases

Value is derived from delivery. Efficiencies are recognised by utilisation of new improved tech. Limiting direct award can cause project delays.

Send someone from policy to these sessions and let them here it from the horse's mouth

Honestly, you often lose business because of not having direct award. With larger suppliers, literally daily

Direct award should be for where a solution is being procured

Smaller customers eg schools will find another procurement route as it's too costly or complex to procure via this framework

Mini-competitions work best for complex solutions

Only volume suppliers will win; those selling solutions will not be able to win.

33

What's the impact of limited Direct Award (e.g. via catalogue only)?

I want to use our catalogue and not yours.

Problematic when supply is short, customers go where the stock is

Direct Award via catalogue does not necessarily represent best value to a customer and is not always about the best 'up front 'price. Best value is very subjective and means different things to different customers.

if Direct Award is only available via the catalogue, it means Direct Award is only available on price - and that is not necessarily best value. Direct Award should be available for all purchases, not just via the catalogue

It can be hard to sell accompanying services via catalogue such as professional services.

Does catalogue direct award favour large resellers?

There are other frameworks currently available which have this award style - customers will use the easiest route

the inherent complexity of a lot solutions does not fit a catalogue model

Catalogue is not suitable for most of what needs to be supplied under this framework

33

What's the impact of limited Direct Award (e.g. via catalogue only)?

The only impact is on CCS where business moves to other frameworks.

Suppliers can reduce the detail provided to customers in case they do go to tender, therefore, customers get a poor service

if the catalogue is for lower value orders then it wont effect larger projects that suppliers have invested time in ??

availability trumps price...

If a solution is bespoke or requires some bespoke development, it can be hard to package this as a catalogue offering

It excludes purchases that then go via private frameworks such as Healthcare Europe - removing the framework fee income from the public purse

HTE, SBSNHS will take the spend from TePAS

There are multiple non CCS frameworks that do not have the same high standards and level playing field. Customers will find the path of least resistance. As suppliers, we don't have the resource to be on every framework.

Limited direct award will just make things more confusing for customers...

33

What's the impact of limited Direct Award (e.g. via catalogue only)?

The proportion of 100% price means there is no opportunity to sell value, therefore the means to reduce the cost of sale is important - hence automation and integrating our systems with the procurement systems

Catalogue approach works only when the customer knows what they need , they have done the discovery and covered all the unique requirements and then takes the risk that they buying the right product

if the catalogue is run through the Basware system then it makes it a nightmare.

also at the moment you cant advertise CTO or bespoke devices for eg alot of deals its very rare that end users are buying off the shelf kit

How successful is the catalogue?

Customer often end up with a one supplier structure because it's easier to set up a long term call-off contract eg. VAR contract than it is to tender for every requirement. They then often get ripped off

No visibility of who is supplying the devices means we could lose out on work we've put in to get them to order - it could go somewhere else

Suppliers use CCS for new business mainly, and direct award in other frameworks for retention

DA via catalogue is not linked to the criteria that some of the buyers want to use to assess the decision. Suppliers want VALUE not just lowest price

What's the impact of limited Direct Award (e.g. via catalogue only)?

"Cheapest price" catalogue can be limited on who has oem support.

Direct award should be used for off the shelf hardware requirements where delivery if required short turnaround

the current purchasing platform also allows resellers to feed from non regulated distributors (broker) the pricing and stock refelcts that can this be regulated more ?

The catalogue platform is too complicated, hard to use and adding bundles are almost impossible - if this is the only route for direct award, then it's going be hard to support

Customer get worse prices and worse quality because vendors revoke deal reg, or reinstatement fees, or lose incumbent discount.

Often cost of resource to run tender costs more than savings

CCS operate in a competitive market. You need to compete your offer with the other frameworks.

We have customers recently who lost over 10% savings because incumbency discount was taken due to going to competition

Direct award allows for keen pricing; competitions mean more cost of sales need to be accounted for.

33

What's the impact of limited Direct Award (e.g. via catalogue only)?

Power to the people, allow customers to do their own due diligence and be able to defend their choices

Direct award portal should be biased towards availability first then price - reduce carbon emissions in reducing miles travelled and number of deliveries required

Direct award allows for a quicker procurement for customers who have already benchmarked pricing. CCS will lose spend to SBS & HTE especially at year end.

No

Nope

No

Absolutely not

None

There should be flexibility for both direct award and further competition - if the customer knows what they want and from whom - direct award. If they dont, further competition

33

Should Direct Award always be on price?

No	No	no
No	No chance!	No
No!	No	No

41

Should Direct Award always be on price?

No	No	No x 900
No!	no	No
No	No	No

Should Direct Award always be on price?

No	Nope - never	No
Er........	No	Nah
No	No	Not likely !

41

Should Direct Award always be on price?

No!	NO	No
No	Not on your Nellie	Absolutely not
Yes. No, wait. I mean no.	Nay	No

41

Should Direct Award always be on price?

absolutely not

End up with ghost suppliers

Definitely not. This would reduce innovation and value to the buyers.

No, no, no, no, no.Should be based on MEAT

Only when we are the cheapest

Price does not equate to value based on what customers are telling us.

no

Stock availability should be a consideration for lowering carbon in minimising deliveries

No way

41

Should Direct Award always be on price?

Yes.........it should always be the answer 'NO' to this question

not always. maybe sometimes

Next

Is the pope Catholic

41

What other requirements do customers request?

Payment profiles	Accreditation	Stock holding
Stock Holding	Consultancy and solution design	Trust
Finance Options - Lease to buy, lease return etc.	Project management	Social value

31

What other requirements do customers request?

Supplier involvement and support - not just transactional

Local delivery/support

They ask us to provide a solution to a known problem / Risk

Leasing

Professional resource

Credit card facilities

In terms of value... and other framework procurement routes for buyers, what will the framework rebate be for TePAS2? One rebate level for the framework?... or different ones per lot?

Proof of concepts

Stock and hold of bonded stock

What other requirements do customers request?

Not just about price. More value and accountability. Outcome based purchasing.

Stock availability / ETA. Support level agreement. Confidence in supplier relationship and their ability to deliver the required solution.

Long term partnership not just a one off product purchase

Finance

Architecture/ Systems Design

Stock, delivery, additional value to the customer or community

Customers want support and advice on how their investment in IT will support their organisational aims. From there they then want the best value solution.

Security Testing

Partnership

31

What other requirements do customers request?

Availability, stock holding, consolidated deliveries, removal of packaging, remove old kit

UK wide presence and more local presence

Social values and environmental impact reports

Advice, recommendations, guidance...

Management of products

Benchmarking

Managed Services

greater flexibility in the order form, less compulsory schedules

Consultancy/advice on the most suitable solution

31

What other requirements do customers request?

Consultancy

Compatibility with longer term goals and future proofing

Advice and Support

With prices going up and leads time long customers are shifting to as a service consumption platforms to fix price for upto 5 years and stock is already allocated and does not have to be sourced

recycling/removal and environment recycling of assets

Engagement and partnership - value - ease of use

As a service offerings

Buy back schemes

Assessments of their environment to provide a report on risks / improvements

31

What other requirements do customers request?

Data - what are similar customers buying, quantity, costs etc

Fixed pricing

MoD Defcons

lifecycle services

bonded stock

deploy to desk

DaaS

Quicker procurement options for hardware / software that's needed immediately.

Total lifecycle Solurion - descstruction, warehousing, bundling, remarketing,

31

What other requirements do customers request?

avoid margin caps - as competition is self regulating within ITTs

Any other comments?

Thank you for working in partnership with us

Exhausted! :)

Stop the MoD and their Defcons

Great session, thank you

Can supplier round tables please be bought back? In person maybe??

The biscuits sounded nice, can you send all of us in teams a pack?

Why are pub sector organisations not being mandated to procure remanufactured or recycled products?

Really worthwhile session!

Interested to hear what the tender format/evaluation will look like, was harshly evaluated last time round

15

Any other comments?

Thanks for great engagement

Reduce or remove the access to private frameworks!

When might we understand the requirements for each Lot ie number of suppliers allowed per lot, reference requirements etc?

After 2 months in the job my brain has melted being here but it was interesting!

Been a great session so far! Thank you!

Really great to be part of this

with the expansion to 7 Lots please all bidders enough time to respond

Will you be going into further detail on each lot today or will that be in Mondays session?

I think the voice of the customer in term s of call off should   be listened to

15

Any other comments?

Can we have more detail on Mondays session please?

Please, no more customer signed case studies!

Very limited!

15

Pricing Models

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Previous Pricing Models

	TP2	TePAS (RM6068)	TOPC (RM6147)	EdTech (RM6103)
Evaluation Price Model	Price margin caps per lot SFIA day rates	Basket of Goods SFIA day rates	Price margin caps	Basket of Goods SFIA day rates

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What is the best pricing model to use for evaluation and why?

Basket of goods is not a good option.

SFIA rate cards are fair as we all have similar approach

Scenario based again - it's more 'real life' than a pure basket of goods…

Scenario pricing plus SFIA day rates is a good balance to a tricky area

It will be different per lot… e.g. scenario based for Education/Health

basket of goods doesnt work pricing isnt realistic

Basket of goods is difficult for a OEM

Based on vendor accreditations. All suppliers with top vendor levels get same pricing. Basket of goods just means suppliers lie

Scenario based

28

What is the best pricing model to use for evaluation and why?

Basket of goods becomes irrelevant if you are pricing things more than 3 months ahead. many vendors has a 3 month pricing cycle

Scenario based will give far more realistic answers than basket of goods

mix of scenario and basket

Solution based.

Discount from list

are we talking about purely for the evaluation as opposed to what a supplier will be bound to under the contract? There should be no fixed pricing methodology under the framework, the market will dictate best price/value

Margin caps might be artificial. Suppliers reach an end price, and then work backwards to show a customer-friendly margin

SFIA rate cards make sense - standardized approach across G Cloud

vendor accreditations should be scored individually

28

What is the best pricing model to use for evaluation and why?

Ability for mid-term Price Reviews so Suppliers can adapt to market inflation rates

Anonymised previous sales?

There is no best pricing model. Any chosen will be a compromise. Therefore what outcome does CCs want to achieve?

Accreditations favour the largest companies with the biggest resources

no margin caps

Day rates would t work for some of lot 4 and 7. This would need to be based on a per unit rate

Basket of goods doesn't work well, as it can be manipulated

SFIA. Difficult to demonstrate value and differentiation with scenario pricing or pricing of goods. Also depends what it will be used for regarding framework prices.

No pricing mode it's irrelevant, pricing is managed through the tenders on the framework itself - its about supplier capability at evaluation not pricing

What is the best pricing model to use for evaluation and why?

One that takes consideration of exchange rates

Scenario pricing and rate card

Avoid margin caps as ITTs are self regulating

Is a pricing eval even needed for the framework.. it could all be quality based

No margin caps

Well know some resellers go well below cost to get on the framework, and fudge the ongoing reporting to hide their true costs building in rebates. Not sure how you stop this...

How often are the framework prices ACTUALLY applied to further competitions?

No way to police suppliers giving margins or discount from list

Discount from list doesn't work for VARs

28

What is the best pricing model to use for evaluation and why?

Ability to offer discounts

anything where pricing isnt accountable when framework goes live is waste of tiem

The market will dictate the prices for each opportunity. The evaluation for the framework is almost nugatory.

Margin caps stifle innovation and investment

Need to be able to have some competency based element, being cheapest doesn't ensure a quality service for the customer.

Pricing is irrelevant if you have a good spread of resellers competing

If a basket of goods mechanism is going to be used then I'd like to see robust checks & balances in place to mitigate fantastic & inventive prices. Things like copy9 invoices for existing customers

Pricing should be a lower % in evaluation

Discount from list doesn't work as a cable could be 50% off list whilst a large value product from same vendor could only receive 1%

28

What is the best pricing model to use for evaluation and why?

OEM -> Supplier is what reflects that, better it be on request

price models for what? Tender evaluation or during life of the contract?

very little if purely a transactional sale

Almost none assuming we want to stay in business

Still waiting on those biscuits

28

How would you like to reflect volume discounting in your price models?

We wouldnt	Invisible ink.	Pfft!
suppliers can give examples of deals previously done with vendors	Depends if relevant - there are other issues which may negate it	Would have to be scenario based but always hard to do unless need is real and current
Not appropriate.	Bundled services = potential discounts	Volume pricing is subject to the OEM not the supplier

27

How would you like to reflect volume discounting in your price models?

If pricing eval even needed for Framework qualification?	It is not realistic as every customer has different requirements. Scenario based is better.	On request
i think customers realise that all suppliers can discount on volume but its all case by case	only relevant to catalogue?	Again, if you have the same vendor level, you get the same volume discounts
Not within a resellers control, more relevant for Vendors.	We don't get volume discounts from the suppliers, so offering discounts to buyers just costs the suppliers more…	How will CCS reflect indexation for suppliers given the current climate?

27

How would you like to reflect volume discounting in your price models?

link it to a specific bundle

They're often not relevant - OEMs offer a special bid for each competition and there isn't necessarily a volume discount

Would you get extra scoring for offering a volume discount, which may make it unfair to those that have a single flat rate for any volume.

Volume discounts are not the best way to get value

Potentially more relevant to aggregated procurements?

Volume is only one element

How do customers feel about committing to annual volumes to enable larger negotiations?!

Again, as an Apple specialist, there is no volume discount on Apple hardware. Our buy price is calculated based on our accreditations with Apple and then we have to sell at ultra-low margin to be competitive.

Add. Range pricing. - 1 to 100 , 101 to 1000 etc

How would you like to reflect volume discounting in your price models?

This approach will stimulate 'invented' prices, how would you validate real world pricing?

customers know what qty is required they should just tell us how many so we can give a price,

Volume discounts vary from scenario to scenario and vendor to vendor so impossible to give static volume discounts.

Wouldn't want to - the market will determine the volume discount for each procurement. Where does the volume sit - each supplier or at the manufacturer level?

Isn't it better to base discounts on encouraging behaviours we want, like bundling orders and deliveries to tie in with social value

Need a new way to mark suppliers price. KCS have acknowledged this and don't have a price score

open book, with fixed margins, allowing for exchange rate fluctuations

Only relevant on As a Service or consumption pricing

Base scoring on vendor levels and social value discounts

27

How would you like to reflect volume discounting in your price models?

Volume discounts only relevant if there are cost savings made with volume ordering

pricing shouldnt be included at all in evaluation its too open to false pricing

27

How much influence do you have on software pricing margins?

Minimal…

not much

None.

Very little

0

As a reseller very little.

Little

Not a lot

Not much.

26

How much influence do you have on software pricing margins?

"Lol"

Very little.

Not much - linked to wider opportunity (other services)

Margin???

Vendor dependent, but in some cases very, very little

Sometimes none (Microsoft) sometimes lots

Very Little

Margin is very teeny in products

What benefit is there to evaluating this?

26

How much influence do you have on software pricing margins?

Usually the first to the OEM to get deal reg

Very little

its volume based , the more purchased the better the rates

Margins shouldn't be evaluated

Resellers have all the influence but you'd have a poor business model if you put any margin on because you'd literally never win

There are some tiering benefits, but the Buyer would need to commit to volumes

Little to none

Sometimes CCS levy make more money on the levy then the supplier does margin i.e 0.5 percent added and CCS gets 1 percent

When aggregated, you have to make a loss and pray for more opportunities off the back of it

How much influence do you have on software pricing margins?

Very little for resale but completely within our gift for our software

Foreign exchange rates also need to be factored in

Most deals offer more margin to CCS than us as the Supplier...

we did a recent CCS aggregation for software and went in at -3 and finished last on price!

Little to none

Na

No move on

American express 😉

26

Any other comments?

What about USD exchange rate impacts?

Make the weighting low in evaluation

No open book

Very valid comments on the fact CCS take more margin than we do…

majority of costs are in USD, currency fluctuation is a good point

Ability to increases prices is needed

Responses should be shared with customers, Espesh day rates, so suppliers can be held to their responses

terms and conditions should be much more flexible in terms of having to honour pricing for x amount of time, especially in the current climate with exchange rate fluctuations

USD exchange rate - big issue at the moment.

15

Any other comments?

Have a max margin as opposed to a basket of goods

Exchange rate puts risk on resellers

If pricing is included in evaluation then there need to be robust checks and balances to verify real world prices (as opposed to fictitious!)

Frameworks (in our experience) take a commission fee that is higher than the margin we make on the deal. This can inflate our framework price to higher than our list price on some goods.

Ability to update prices in line with RPI

no max margin

remove fixed pricing if call off schedules are not met

Smaller resellers / SMEs are unable to compete against larger suppliers / vendor direct responses.

15

Catalogue

Power to your procurement

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Catalogue

What you said	What we are doing
Bring back the catalogue into TePAS 2	Adding the catalogue back into TePAS 2
Want to be able to purchase component parts	Functionality enhancements in progress;
Allow for bundles	• Bundles • Increased number of software products
Include more software products	• Bespoke quotes • Price breaks and volume discounts
Request for volume discounts	

If we could include sector / customer specific sub-catalogues would that be of interest to you and your customers and why?

Yes, for education.	Yes. But can we use our own e-commerce platform?	Not really. We do best price regardless
Yes	no way too complex , keep it simple	Yes for Education
Would this work for partner alliance solutions too?	I don't think so, sector specific value add is about solutions/consultancy not really a subset of specialist products.	If it makes it easier for the customer then yes

24

If we could include sector / customer specific sub-catalogues would that be of interest to you and your customers and why?

Only where a sector is 'special' and requirements are outside of normal commercial requirements

best price is best price not dependent on sector

Yes for Education.

Sounds complicated and fraught with duplication - big no from us…

It's probably essential as some sectors have extra discounts

Yes, especially if we can tie that in with our own online purchasing platform so customers can order seemlessly from their online shop on the framework

can we use special edu rpicing to advertise on sector specific

Yes Education, option to use eshop.

yes, specific educational pricing discounts are available

24

If we could include sector / customer specific sub-catalogues would that be of interest to you and your customers and why?

Yes, specifically those already articulated ie Health & Social.

Heart says yes but head worries it would over complicate it for all

No, education is not in my opinion a different use case

Yes, we already offer catalogues to our customers with API integration with our partners

Only if there can be punch out to existing e-commerce solutions

No. Add long as you can order from different categories or sections in the same order.

Maybe for bundles but can't see value outside of that

Not unless you are moving to punch-in upload facility. Uploading is already arduous, increasing complexity will only increase effort and decrease interest.

Could massively increase admin burden on suppliers

24

If we could include sector / customer specific sub-catalogues would that be of interest to you and your customers and why?

Some vendors, especially on software offer sector specific pricing so it will make sense to offer sector specific catalogues

volume discounts and price breaks wont work eitheralready at extreme low margin in order to get price breaks or discount need a special bid or promo pricingthats end user specific so cant advertise for everyone

Can't the platform allow for an item to have a standard price and then a sector price (ie Edu or Health) as opposed to having to manage more catalogues?

Detailed filters probably would do the job

Would you need to be on the catalogue lot?

Sector specific would be good for OEMs who offer specific discounts for a sector

CRP already in place.

Would you like to see the ability for customers to use credit / procurement cards and why?

Nope - adds costs and complication

Sure, easier for them

Only if the customer wants to procure in this way but haven't seen this need in the past

No, unnecessarily adds cost

Only if credit card charges are accounted as part of the landed cost.

Yes as we already support these solutions.

Not relevant to us (in education)

not relevant to complex, larger solutions. better suited to catalogue

As an option

23

Would you like to see the ability for customers to use credit / procurement cards and why?

Only if it complies with SFI's and PCR as it could lead to maverick procurement.

No additional cost

this adds complication and cost - if it is included, it should not be a mandatory requirement

the credit card charges outwiegh the margin made

Who picks up the credit card fees?

no

Yes. It shrinks the procurement cycle which is important when trying to secure stock. Especially with the silicone supply issues!

Not procurement cards, we have been stung with additional fees we have to pay for these which we are unable to recoup.

As an option not a bad idea

Would you like to see the ability for customers to use credit / procurement cards and why?

Optional

Not particularly. Don't get asked for it but fine with is it as long as it's not manadatory for suppliers to offer this facility

Allow free text for suppliers to detail value add items

Only on eCommerce solution (end to end order selection, procurement and delivery) ie APIs from any CCS Catalogue or link to Suppliers eCommerce entry

In theory yes, but would need to consider how pricing would be affected by card use (allowing for card fees). Haven't known any schools wanting to buy on card, so might not offer much help to them.

as the PPN states social value has to be specific to the customer contract, it is extremely difficult to pre-build packages. We cannot build repeatable packages

American express 😉

Full cXML integration as an option for those suppliers that have this functionality

as well as the PPN stating that social value has to be specific to the contract you are bidding for, buyers also need guidance as they often select themes that are NOT relevant and proportionate.

23

Would you like to see the ability for customers to use credit / procurement cards and why?

the issue with the CRP PPN is it states that data cannot be more than 12 months old, so everyone will have an out of date CRP for at least a certain period of time. A better solution would be that the CRP submission cannot be more than 12 months old

the Social Value PPN is not mandatory for all public sector verticals - so whilst CCS have to include it at framework level, is the intention to make it mandatory at all call off, even if it is not mandatory for the verticals that may use the FW

Is there any additional functionality we could add into the catalogue?

Bundles that work!	Associated services	Flexibility on warranties
lead times shown?	Associated services	Services
Delivery charges for multi shipments, large bulk, outside of mainland etc	Link to suppliers catalogue page in order that the order can be completed	Year end and end of life discount events.

Is there any additional functionality we could add into the catalogue?

Larger fields to describe the offering

Associated services

adding products ad hoc needs to be more streamlined mercato slow process

Revalidation - maybe POs are conditional until a supplier can revalidate

Please don't use bassware!

Services will align the catalogue closer to the other Lots

Delivery options

More options for delivery

Special offers

20

Is there any additional functionality we could add into the catalogue?

The voice of the customer. What would they like to see catalogue pricing on, takes a lot of effort out of uploads.

Make bundles easy, don't put the onus on the supplier to provide loads of content, info to get it on the system

Management tools for bench marking.

Easier to offer special pricing or sale pricing

reseller supplier details available so customer can set up as new supplier quicker

CCS Catalogue should be a 'front page' for the service/product. More details link to go to the Suppliers page

Don't commoditise services that will be individual to each customer, eg config times

More opportunity to promote flash sales

Dell are in the room can we mention there laptops too

Is there any additional functionality we could add into the catalogue?

Prerequisites for hardware

Associated services such as Stock Holding, Imaging, Asset Tagging, Deployment etc

Better marketing for suppliers on the catalogue

volume discount means raising a bid with vendor for a specific customer ? how can this be done before customer requests it

Actual stock positions

Suppliers can approve or decline an order anonymously

Daily product / price feed uploads

Better search function

20

Any other comments?

Will we get all these answers and questions?

It would be good to know how many hits we get on a product page

Add social value element? Maybe a rate card?

PowerBI dashboard for useful data

Comparative feedback, maybe a review of consumption and price (anonymous)

Who is the catalogue provider you are using? Or is it CCS IP?

Savings reports for catalogue purchases.

Knowing how many and when a visit is made to a product page, time spent and the target clicks would be good

Social Value / Carbon Reduction Plans

Power to your procurement

Crown Commercial Service

Social Value

What you said	What we are doing
Customers want to know the manufacturers are performing ethically	Continuing the development of the relevant schedules and monitoring e.g modern slavery
Ensure social value is relative to call off value	Ensure alignment with Social Value PPN's with clear guidance to customer
To include social value throughout the duration of the framework	
Make the themes relevant	Update TePAS to reflect current government PPN's and social value themes including, Fighting climate change, Tackling economic inequality, Equal opportunity, Wellbeing

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Key Themes

Theme	
Fighting climate change	Effective stewardship of the environment by demonstrating actions to provide additional environmental benefits.
Tackling economic inequality	Diiverse supply chain, employment and training opportunities, remove barriers to employment in deprived areas, Supporting innovation and disruptive technologies.
Equal opportunity	Reduce the disability employment gap by increasing the representation and development opportunities for disabled people Tackle workforce inequality, manage the risks of modern slavery and tackle inequality in employment, skills and pay
Wellbeing	Demonstrate action to support health and wellbeing, including physical and mental health

Note: please see PPN 06/20 for full definitions

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Carbon Reduction Plans

- PPN: 06/21 was introduced to support the Government's commitment to achieving Net Zero by 2050

- The measure applies to all Central Government Departments, their Executive Agencies and Non Departmental Public Bodies

- See PPN 06/21 for full guidance

- Training and support can be provided by CCS.

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How are you currently addressing the social value themes in your organisation?

There's no set way, just trying to align with customers in a case by case

We meet PPN06/20 and 06/21 - so once that's proved, why are there additional CSR questions on EVERY tender?

Social and community work is part of our DNA.

Living wage

Addressing inequalities in society through community work

End to End supplier management and monitoring, with commitments from all elements that they meet the minimum social value requirements.

Customers have different preferences so as a supplier you have to Google the hot topics for your customer

Environmental investments as a % of turnover

Targeted equality measures (e.g. more women in tech), sustainability and pathway to net zero, employment creation - apprentices, work experience etc.

How are you currently addressing the social value themes in your organisation?

Yes, although difficult to relate social value to a specific contract

Yes, but sectors differ hugely with their SV requests

apprenticeships

We have a sustainability team and have always had a socially responsible ethos

Addressing skill shortages in the IT market through development plans and investing in schools outreach, STEM partnerships, etc

We're aligned to the UN 17 sustainable goals - it's a holistic approach that allows us to cover all CSR aspects

Yes the customers often set the requirements or ideas that they have.

Would be good for customers to tell us what they wants, and suppliers can then agree to do that. Otherwise you have to guess what's important to them (even when they provide a theme)

We have a social value manager - aligning our internal practise against the PPN as well as enhancing what we do in the community

How are you currently addressing the social value themes in your organisation?

We aim to be carbon neutral by 2030 so we have plenty of initiatives to share with customers

Each customer has different requirements - we've seen everything from cash to local employment.

How will CCS ensure that responses are accurate and that in reality suppliers have the right plans in place?

External validation such as UN sustainability pact

Customers are keen to know how they can capture tangible measures from Social Value themes that will apply to them

We're aligning our Social Value effort to the Social Value Model. But outside on Central Government our experience is it's the wild, Wild West. With the likes of the Social Value Portal diluting real Social Value effort.

Most organisations embrace SV and CR - the difficulty is quantifying how SV can be delivered on that specific contract/task

If each area has specific requirements, why is it tested at framework level too?

Weightings are often too high, can be 20%!

How are you currently addressing the social value themes in your organisation?

Many customers still don't understand social value - often we see customers asking for cash rebates or free hardware

Is incorporated as part of our corporate values - continuous improvement to ensure we deliver against these values.

SV request also differ between reseller and vendor in ability to influence

Have an ESG lead

Some customers prefer rebate options and signing up to social value portals where others want more localised / community benefits.

Although we embrace it, as an SME it is challenging to drive continuous improvement in SV.

At board level. It is being challnged more and more...

The cloud compute 2 team have done some good work in this area that you could use

At tender stage, individually as it needs to be specific to their requirement.

26

How are you currently addressing the social value themes in your organisation?

Should you have a minimum vale for a social value scoring mechanism?

Smaller businesses can't address all aspects of the SVM so there are instances where we won't bid if social value score is significant

Are you still offering the complimentary reviews for CRPs before submission?

Making 0.5% margin makes economic investment requirements challenging - can it be proportional?

More guidance for customers required

We are in the progress of developing an publishing but it takes considerable time and resource to develop and maintain - smaller companies may find this difficult

CRP is part of our wider sustainability piece

Working on CRP but our heads are exploding with trying to calculate everything, but commitment is there just getting it down is slow

With Carbon Reduction Plans becoming more important to customers (e.g NHS) how are you preparing to meet this requirement?

We have a plan that has been assessed by CCS already

Are you still offering the complimentary reviews for CRPs before submission?

We already have a CRP in place

We have a CRP and have signed up to science based targets too

Learning what's required, but bewildered by how to baseline Scope 3 emissions

CCS-approved CRP already in place

As a PLC we're required to CRPs.

PlanetMark accredited

Met it, had to initially make a rough guesstimate of scope 3 but ESG lead is working to get a more reliable figure

18

With Carbon Reduction Plans becoming more important to customers (e.g NHS) how are you preparing to meet this requirement?

..

CRP in place and published

More understanding/ support/ financial assistance, from CCS is required for SME

Yes have a carbon reduction plan is important with global trends towards sustainability

CCS training planed

recognising the difference between an OEM direct on the framework and a reseller and an SME

Zero-to-landfill commitment

As resellers, outside of our own staff movement and office spaces, there's limited impact we can have.

CRP already in place.

18

With Carbon Reduction Plans becoming more important to customers (e.g NHS) how are you preparing to meet this requirement?

We have plans already that are aligned

CRP already in place.

2nd year's CRP already published

Minimise repeat-effort throughout the lot responses please

We could do with guidance on how to answer the questions. What are you looking for when you evaluate etc.

18

Any other comments?

Just make it relevant!!!

Like the TOMS method of measuring socval to quantify it

Please try to reduce duplication, ie responding for a place on the framework and then for each individual competition

Don't make the questions need a War and Peace answer in 300 character…

Is there a session on the T's and C's?

What guidance is going to be provided to customers around social value questions?

If customer are going to have their own requirements then keep it light in the framework response

why can't you share the data like g-cloud and dos per lots

What have customers requested on social value in your sessions?

25

Any other comments?

Do you have a new RM number yet?

How long will suppliers have to respond to the Tender?

We need more discussion on T's & C's. Flexibility is key!!!!

Focus on Value (not necessarily £) to the community

It was mentioned earlier about barriers to entry for SMEs. What are those barriers and is there any guidance on what a new suppler needs to do to get approved?

Share supplier responses about soc val to framework with customers so they are held to it

What is the session taking place on Monday?

Thank for for an interactive session, look forward to the tender

Not sure if it's been covered but, what are you thoughts on Direct Award?

25

Any other comments?

Social value commitments fall mainly on the Prime and for resellers where margins are slim, this can have an impact on considerations for bidding.

How to bid guide would be useful.

Will the slides be circulated to all attendees?

Will there be a limit on suppliers

How is social value recorded during the lifetime of the framework?

Can the suppliers wear invisible cloaks for the customer sessions

Recommendations for SMEs being able to get on framework? I'm confident we'd be a fantastic supplier on the framework, but not convinced of our chances getting on it.

The terms are pretty flexible already - just need to address the leasing terms!

Direct Award maybe??

Any other comments?

More time, consideration and thought needs to be spent on how ESG is built into framework mini-comps

Is the recording, menti output and slides going to be made available?

Customers requesting cash donations or free products as a form of SV can be construed as bribery by some organisations who have strict ethics policy.

How likely is it that you will take supplier comments from this interactive session on board?

will the pass mark be raised again due to the amount of suppliers bidding

Don't make the tender response requirements too onerous!

Thank you this session was informative and interactive

How is social value being monitored and recorded / reported?

the Social Value PPN is not mandatory for all public sector verticals, so even though CCS have to include at FW level, is intention to make it mandatory to include at call off, even though it is not mandatory for all verticals that may use the FW

Any other comments?

Its all about value add and the wrap around services, not just offering tin

Power to your **procurement**

Thank you!

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