



Crown
Commercial
Service

RM1059 - Local Authority Software Applications

Guidance Notes

1. PURPOSE

- 1.1 This user guide will provide customers with:
- Guidance on how to use and access the framework agreement
 - Actions required to enter into call-off agreements under the framework

2. BACKGROUND TO THE FRAMEWORK AGREEMENT

- 2.1 The Framework Agreement is the result of collaborative work between Crown Commercial Service, Pro5 and the Local Government Association. It had extensive customer input throughout and allows local authorities to procure specialist systems and related services from suppliers who have demonstrated the skills and attitudes required to deliver local authority ICT strategies.
- 2.2 The procurement has followed an EU compliant open procedure. Those bidders that demonstrated an ability to meet the requirements in each Lot and achieved the minimum pass mark criteria included within the qualification stage were awarded a place on the framework agreement.
- 2.3 This framework provides customers with a route to market for line of business software applications and related services, customers do not need to publish their requirements by OJEU or pre-qualify suppliers in order to procure services from them.
- 2.4 Customers can complete call-offs either via direct award, whereby a customer selects a system or service using information published in catalogues, or via a further competition, where a customer runs a competition providing suppliers with the details of their requirement, and each supplier provides a quote based on this information.
- 2.5 A detailed overview of the scope of the framework agreement can be found in section 9 of this guidance document. The full specifications for each lot can be found on [Contracts Finder](#)

3. FRAMEWORK SCOPE

- 3.1 This is a UK wide framework agreement that is available to any eligible UK public sector organisation as well as charities/3rd sector organisations. The framework can be used to procure services both above and below the OJEU threshold.
- 3.2 Through the framework, customers can procure a wide range of line of business applications and associated services.
- 3.3 The full framework specifications, which provide information on exactly what is covered within each lot, can be found on [Contracts Finder](#).
- 3.4 There is no requirement to register with Crown Commercial Service or Pro5 when using the Framework, however it would be appreciated if you could email LASA@ccs.gsi.gov.uk or your Pro5 organisation with details of what you are looking to procure and indicative timescales.

4. LOT STRUCTURE

- 4.1 The framework has been divided into eleven (11) Lots:
- 4.1.1 **Lot 1- Revenue & Benefit payments and National Non-Domestic Rates (NNDR)** software and associated services.
 - 4.1.2 **Lot 2- Payment Processing and Cash Receipting** software and associated services.
 - 4.1.3 **Lot 3- Environmental, Planning, Building Control, Trading Standards and Licencing** software and associated services.
 - 4.1.4 **Lot 4- Libraries** software and associated services.
 - 4.1.5 **Lot 5- Housing and Property Management** software and associated.
 - 4.1.6 **Lot 6- Social Care** provision of software and associated services.
 - 4.1.7 **Lot 7- Public Health** software and associated services. for the purposes of monitoring and improving public health
 - 4.1.8 **Lot 8- Civil Enforcement** provision of software and associated services.
 - 4.1.9 **Lot 9- Open Government Systems, Interoperability and Integration Services** covers the provision of systems and services. to create and improve openness , interoperability and data sharing between systems, citizens and staff and improve the experiences of system users and reduce costs of transactions/interactions.
 - 4.1.10 **Lot 10- Democracy and Citizen Engagement** provision of software and associated services.
 - 4.1.11 **Lot 11- Other Local Authority Software Applications, this includes** Waste Management, Museums, Sports and Recreation, Registrar, Burials and Crematoria and GIS provision of software and associated services..

5. BENEFITS OF USING THE FRAMEWORK AGREEMENT

5.1 The benefits of using the framework to include:

5.1.1 Reduced timescales – Customers do not need to run a full OJEU procurement as this has already been undertaken by us. Customers need to identify their requirements, present these to the market and award a contract.

Suppliers will also benefit from this, as they only need to respond to one OJEU request.

5.1.2 Ease of use – The framework is easy to use, with expert commercial advice available from Crown Commercial Service and Pro5.

5.1.3 Choice of supplier – The framework offers excellent choice in suppliers, these are listed in Annex B.

5.1.4 Legality – The framework is fully compliant with EU regulations, as EU procurement rules introduced in 2006 specifically recognise framework agreements as a legitimate route to market. This reduces procurement risk for customers, and reduces bureaucracy in the procurement process.

5.1.5 Assured supplier standards – Providers appointed onto this framework are ‘pre-qualified’ as to their general suitability. This means when buying services from them customers are assured that they can meet specified requirements.

5.1.6 Aggregation of spend – Customers will receive the benefits of an aggregated volume of spend and the benefits associated with an increased leverage on the market.

5.1.7 Pre-defined terms and conditions – Terms and conditions of contract have been established and all framework suppliers have signed and accepted this agreement and terms and conditions of call-off, customers are able to propose special terms provided there is no material amendment.

6. WHO CAN USE THE FRAMEWORK AGREEMENT

6.1 The Framework concentrated on the needs of Local Authorities but we acknowledge there might be occasions when other customers have requirements that also fall within the scope of this Framework Agreement, as such the Framework is open to all public sector and non-profit making 3rd sector organisations within the United Kingdom.

6.2 A complete list of eligible customers is included the OJEU Contract Notice which can be found on [Contract Finder](#) and is summarised below;

- Local Government;
- Education Sector;
- Fire & Rescue Services;
- Police Forces;
- Devolved Administrations;
- Health Sector (i.e. NHS, NHS Trusts, PCT's and Strategic Health Authorities);
- Central Government and
- Voluntary and Community Sector (i.e. Charities).

6.3 To confirm eligibility to access the framework contact Crown Commercial Service (info@ccs.gsi.gov.uk) or Pro5 (procurementservices@ypo.co.uk) for further clarification.

7. CONTRACT DURATION

- 7.1 The framework agreement will cover the period from <29/07/2014> to <28/07/2016> with options to extend for an additional two twelve (12) month periods.
- 7.2 Customers can enter into Call-Off Contracts under this Framework Agreement for a period of up to five (5) years initially rising to a maximum of seven (7) years inclusive of extensions.

8. FRAMEWORK VALUE

- 8.1 The framework value for this procurement as described in the OJEU notice was estimated at £300 million.

9. FRAMEWORK PRICING

- 9.1 Pricing for all Lots is available from the Government E-Marketplace, directly from Crown Commercial Service or Pro5.
- 9.2 Suppliers have provided pricing for;
 - 9.2.1 basic software configurations to meet the minimum functional/technical requirements outlined in the Lot descriptions;
 - 9.2.2 prices for optional upgrades to the above;
 - 9.2.3 support and maintenance charges for those systems;
 - 9.2.4 their service charges (day rates) linked to SFIA;
 - 9.2.5 a list of available APIs and their charges;
 - 9.2.6 a list of SDKs available and their charges;
 - 9.2.7 a list of available related business processes and their charges.

10. HOW TO USE THE FRAMEWORK AGREEMENT

- 10.1 This Framework Agreement can be accessed in a number of different ways based on the customer requirements.
- 10.2 Customers must order their requirements in accordance with the procedure in this guidance.
- 10.3 All customers must undertake the following steps:
 - 10.3.1 Review the guidance documentation and specification;
 - 10.3.2 Determine their requirement; and
 - 10.3.3 Determine whether the best route for your procurement, and action this in line with the parameters outlined in the sections below.

11. AWARD CRITERIA

11.1 When running a further competition, customers should award on the basis of the most economically advantageous tender and must provide suppliers with the methodology behind the evaluation, including the evaluation criteria and the weightings that are applied to each criterion.

11.2 Under this framework agreement, the following weighting criteria should be applied:

- The following criteria and weightings shall be applied to the Framework Suppliers' compliant tenders submitted through direct award.

Criteria Number	Criteria - ranked in order of importance	Percentage Weightings (or rank order of importance where applicable) - to be set by the Contracting Body conducting the direct award
1	Price (life cycle costs, cost effectiveness & price; price and running costs)	40-60%
2	Technical merit; coverage, network capacity and performance as specified in relevant service levels	0-20%
3	Quality (including delivery time, sales service, good value, accessories, service fitness for purpose)	40-60%
4	Help desk, account management function and assurance of supply of a range of devices and good value accessories	0-20%

- The following criteria shall be applied to the Goods and/or Services set out in the Suppliers' compliant tenders submitted through the Further Competition Procedure:

Criteria Number	Criteria	Percentage Weightings (or rank order of importance where applicable) - to be set by the Contracting Body conducting the further competition
A	Quality	40-55%
B	Cost effectiveness	0-10%
C	Technical merit	0-10%
D	Technical assistance	5-15%
E	After sales service	0-10%
F	Price	40-55%
G	Aesthetic and functional characteristics	5-10%
H	Running costs	0-10%
I	Environmental characteristics	0-10%

J	Delivery date and delivery period	0-10%
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- 11.3 Customers are able to split the price and quality scores within the parameters above, ensuring that they equal 100%.
- 11.4 The procurement process adopted at tender stage was based upon the Open tendering procedure as detailed in the European Communities Combined Directive (2004/18/EC).

Developing your market proposition

- 11.5 Customers must provide the suppliers with a minimum set of information that can be used to help propose solutions and price your requirements effectively.
- 11.6 If customers require support in developing their market proposition, this can be procured through the use of managed services provided by Crown Commercial Service, Pro5 or a private sector supplier.

eAuctions

- 11.7 Electronic reverse auctions can be undertaken as part of a further competition under all lots.
- 11.8 Crown Commercial Service and Pro5 can support for eAuctions, including running and managing them on behalf of customers free of charge.
- 11.9 Please contact Crown Commercial Service or Pro5 to find out more (info@ccs.gsi.gov.uk, procurementservices@ypo.co.uk).

12. FINALISING THE CALL OFF

- 12.1 Once a decision to award has been made, it is advised that for further competitions above the OJEU threshold, customers observe a ten day standstill period. If doing this, customers should send out an intention to award letter to all suppliers that submitted a tender.
- 12.2 Once the ten day standstill period is complete, customers must instruct the supplier. This should be done by completing and sending the letter of appointment and terms and conditions.

13. TERMS AND CONDITIONS

- 13.1 Terms and Conditions have been designed to meet the specific requirements of an software application or related services call off. These can be found on the Crown Commercial Service website, with the model order form, and **must** be utilised for this framework agreement.
- 13.2 Minor amendments to the Terms and Conditions can be made and proposed as part of a further competition. A variation form is included in the Terms and Conditions document.

14. KEY PERFORMANCE INDICATORS (KPI's)

Framework KPIs

- 14.1 There are a number of KPIs that have been set for this Framework Agreement. These cover:
 - 14.1.1 Spend;
 - 14.1.2 Savings;
 - 14.1.3 Customer satisfaction;
 - 14.1.4 Operational performance;
 - 14.1.5 Timely provision of management information;
 - 14.1.6 Timely payment of invoices.
- 14.2 Customers are able to set any KPIs they feel are necessary at call off. These must be made clear to the suppliers on each lot during the procurement, and suppliers are able to decline to quote if they wish.
- 14.3 The Customers required Service Levels should be detailed in Schedule 6, Annex 1 to Part A of your call-off contract.

15. KEY TIPS WHEN MANAGING A FURTHER COMPETITION

Before issuing the further competition documentation

- 15.1 Review the framework specification to establish whether the requirement is covered by this framework agreement.
- 15.2 Develop the statement of requirements that suit individual special terms, e.g. specific to the particular services that will be provided to meet a particular requirement under the framework.
- 15.3 Discuss the requirement with the suppliers, where appropriate, in order for them to understand the goods and services being procured.
- 15.4 Specify realistic levels of service and understand a customer's responsibilities throughout.
- 15.5 Vary the weighting of the criteria to suit local priorities
- 15.6 Use output-based specifications to encourage innovation.
- 15.7 Involve key individuals and stakeholders as appropriate in the process.

Develop the invitation to tender documentation and provide suppliers with upfront information and criteria explaining how the tenders will be evaluated.

During the further competition

- 15.8 Invite all suppliers within the appropriate Lot of the framework.
- 15.9 Allow sufficient time for a full and professionally prepared response from suppliers, ideally 4 to 6 weeks depending on the level of complexity.
- 15.10 Treat all participating suppliers fairly and equally throughout the entire competition process.
- 15.11 Issue timely clarifications to questions and publish them to all participants.

Awarding the further competition

- 15.12 Award to the supplier offering best value for money based on the award criteria and qualitative and commercial scores at further competition.

Don't:

- 15.13 Over specify levels of service as this may give poor value for money.
- 15.14 Aim the specification at a particular supplier or their product range.
- 15.15 Arbitrarily choose a reduced number of suppliers to receive tenders.
- 15.16 Create specifications that are unfairly restrictive.
- 15.17 Treat any supplier differently from the others.

16. MANAGEMENT INFORMATION

- 16.1 Suppliers on this framework provide monthly management information (MI) to Crown Commercial Service, which is used to calculate both the levels of spend running through the framework agreement, and customer savings.
- 16.2 If you would like information on MI or total spend and savings figures for your organisation in relation to this framework agreement, please email the contact provided in section 17 of this guidance.
- 16.3 Crown Commercial Service or Pro5 may contact you with queries about the MI they have been provided.

17. FEEDBACK AND CONTACT DETAILS

- 17.1 If you have any queries, or wish to discuss your requirement or the framework agreement in further detail, please use the below details:

Crown Commercial Service

Person: Rob Whitehead

Email: lasa@ccs.gsi.gov.uk

Tel: 0345 410 2222

YPO

Person: Richard Ulliyott

Email: Richard.Ulliyott@ypo.co.uk

Tel: 01924 836986

ESPO

Person: Angela Course

Email: a.course@espo.org

Tel: 0116 2657946

CBC

Person: John Munday

Email: Procurement.Support@Hants.Gov.uk

- 17.2 If you would like to provide feedback relating to this framework, please get in touch with the lead contact using the details provided.

Annex A – Supplier Matrices

	1	2	3	4	5	6	7	8	9	10	11
	Revenues & Benefits	Payment Processing and Cash Receipting	Planning, Building Control, Trading Standards and Licensing systems	Library systems	Housing and Property Management	Social Care	Public Health	Civil Enforcement	Systems, Interoperability and Integration Services	Democratic and Citizen Engagement Systems	Other Local Authority business systems
Aareon UK Ltd					1						
Abaco SpA					1						1
Arcus Global Limited			1			1			1		1
Astun Technology Limited									1		1
Azeus UK Limited			1	1		1			1	1	
Bartec Auto ID Ltd											1
BJSS Ltd									1		
Bramble Hub Ltd		1	1	1	1	1	1	1	1	1	1
Capita Plc	1	1		1	1	1				1	
CareWorks Limited						1					
Civica UK Ltd	1	1	1	1	1	1		1	1	1	1
Coactiva									1		

CloudBuy (formerly @UK)		1			1	1					
Corelogic						1					
CSC Computer Sciences Limited									1		
DEF Software Limited			1								
ESRI (UK) LTD											1
EST Solutions Ltd		1					1	1			1
Fivium Limited									1	1	
Halarose Limited										1	
IDOX PLC	1		1		1	1			1	1	1
Infor, Inc.				1							
Kypera Limited					1						
Liberata UK Ltd									1		
Liquidlogic Ltd						1					
Lovell Johns Ltd											1
Methods Consulting Ltd									1		
MIS Active Management Systems					1						
OLM Systems						1			1		
Open Sky Data Systems						1			1		
Orchard Information Systems Limited					1				1		

Ordnance Survey Great Britain											1
Oxford Computer Consultants Ltd						1			1		
Pendragon Consultants Limited										1	
Probrand Ltd									1		
Quickheart Limited						1					
Rokk Media Limited									1	1	1
Shaping Cloud									1		
Swift DataPro Software Ltd			1								
System Associates Ltd						1			1		
Tascomi Ltd			1								
TATA Consultancy Services Ltd									1		
TotalMobile Ltd					1						
Tribal Education						1					
Valueworks Limited					1						
Verizon UK Ltd					1						
VisionWare Limited									1		
Total	3	5	8	5	13	16	2	3	22	9	12