

Technology Services 4

Supplier Surgeries



RM6190 - Technology
Services 4

Supplier surgeries overview

1. Supplier Surgeries will occur weekly in July and every two weeks in August. Each surgery will take place from 10:00-11:00 on a Tuesday
2. Supplier Surgeries are meant to inform the market of upcoming changes i.e. legislative changes and the impact this will have on TS4 and the ways of working
3. Supplier Surgeries will be hosted by techUK on Teams
4. We are aiming for the agenda to be published ahead of the sessions, but this may change at short notice to address any new and important topics
5. All shared documents will be made available on the CCS website
6. Supplier Surgeries will focus on different TS4 delivery aspects i.e. t&cs, rate card, lotting structure, call off mechanisms
7. These sessions will be interactive and Menti will be used to gather data/interact with the attendees

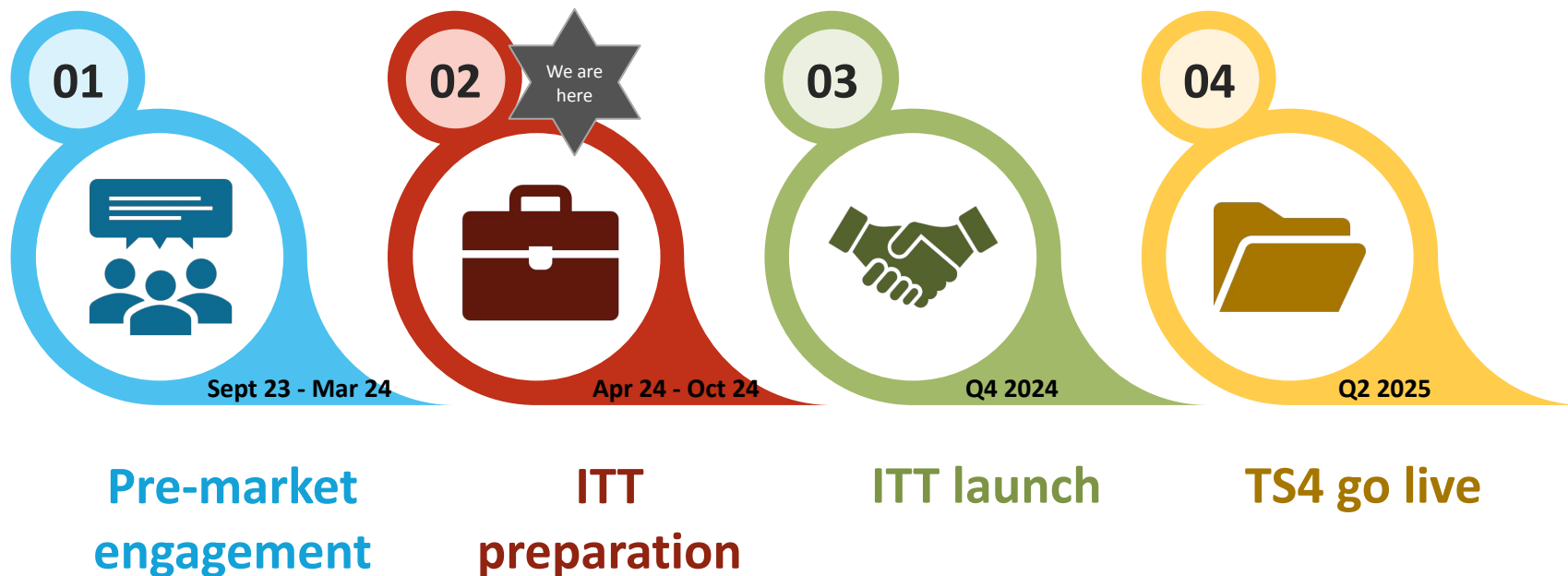
Supplier surgeries draft agenda

1. **09/07/2024** Supplier Surgeries - Test session - structure, TS4 overview and lotting structure
2. **16/07/2024** Supplier Surgeries - Test session - structure, TS4 overview and scope/specification
3. **23/07/2024** Lotting structure
4. **30/07/2024** Scope and specification
5. **13/08/2024** Rate Cards
6. **27/08/2024** Standards, Central Digital Platform
7. September TBC



Technology Services 4 overview

Technology Services 4 timeline overview

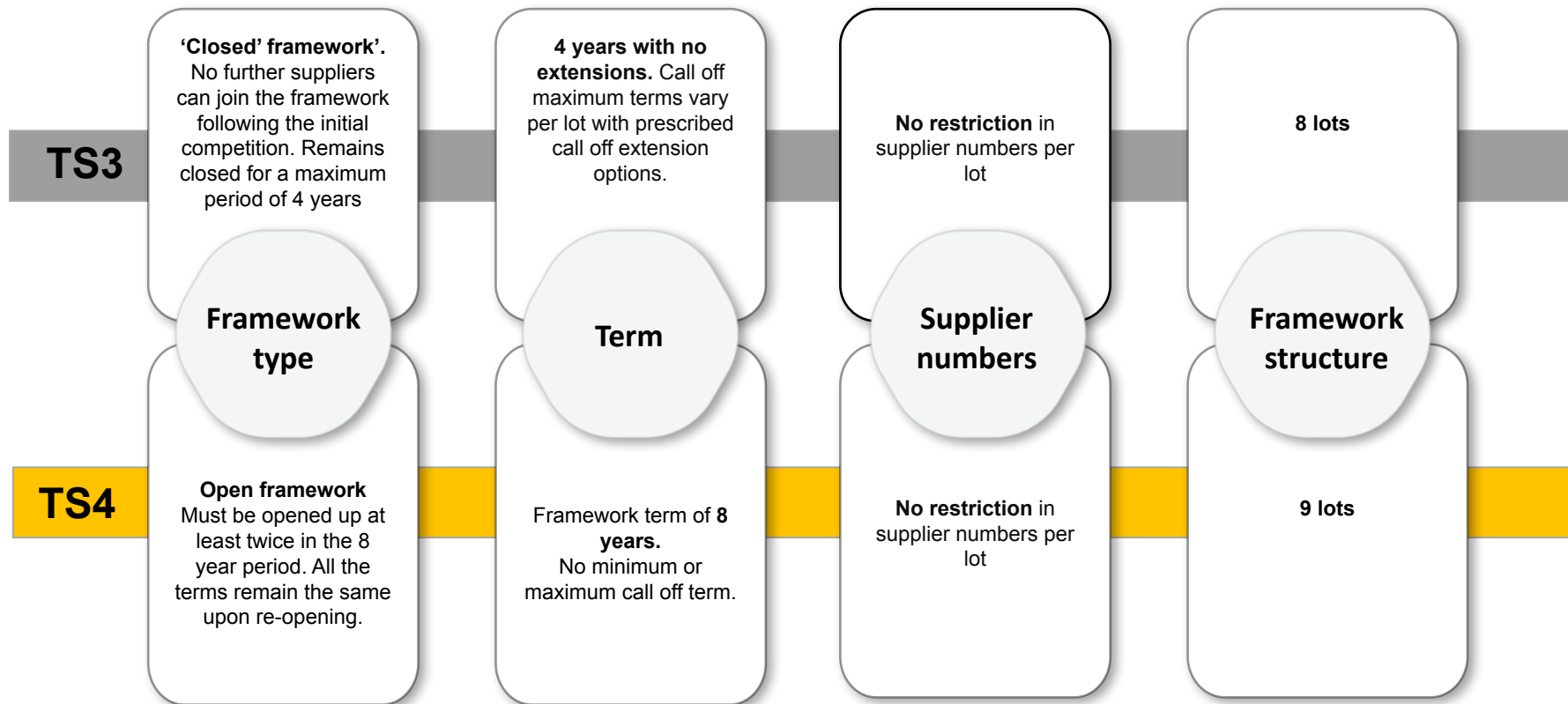


Technology Services 4 overview

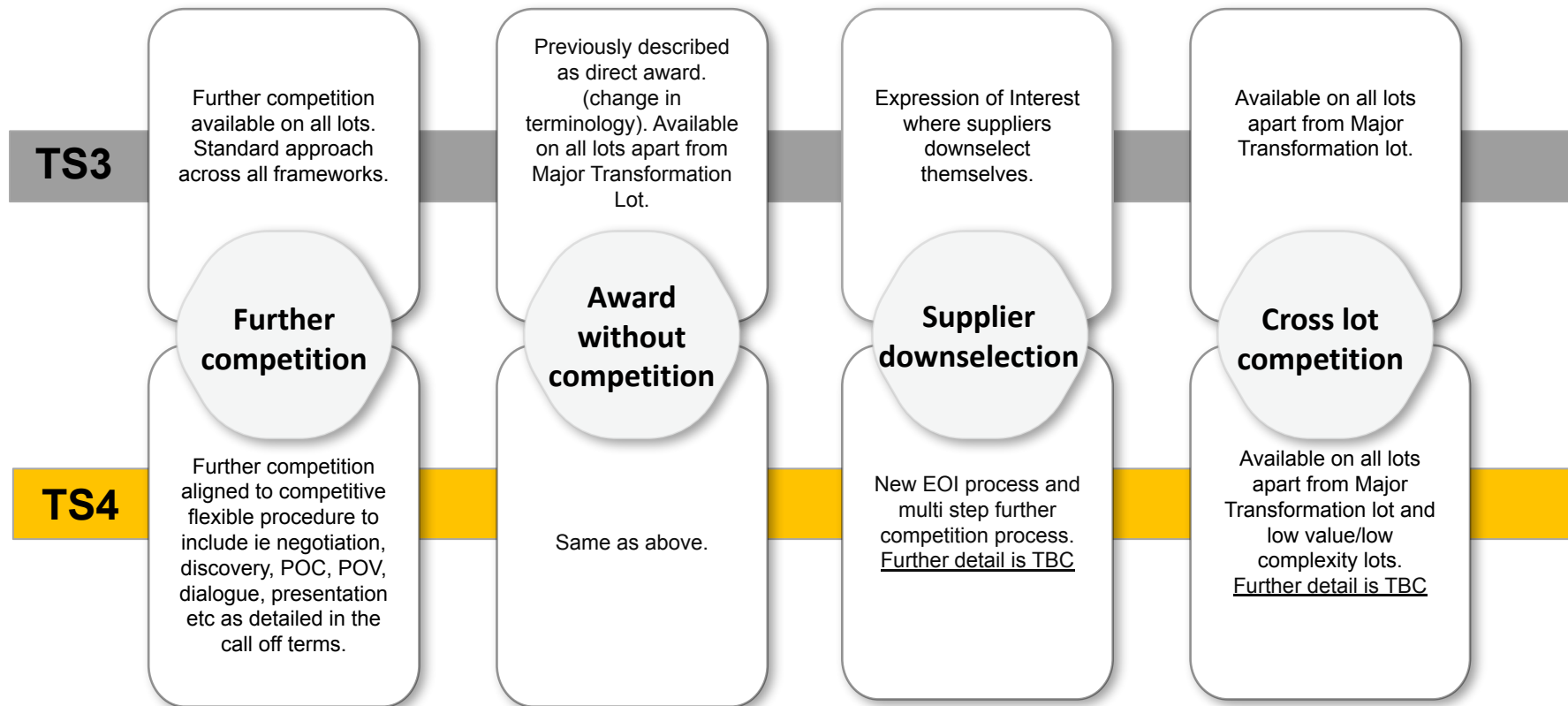
Based on the feedback received from the market engagement, here's an overview of TS4 proposal

Area	Proposal
PPA 2023	<p>Open framework</p> <ul style="list-style-type: none"> ❑ 8 year term ❑ Re-opened before end of Y3 and Y5 ❑ £16bn FTS
Scope	<ul style="list-style-type: none"> ❑ Future proofing the agreement by adding AI, Automation etc as an ancillary service to avoid confusion / overlap ❑ Improving clarity of offering
Framework structure	<ul style="list-style-type: none"> ❑ Operational lots reduced from 4 to 3 to remove duplication and ensure ease of use ❑ Lot 5 SIAM will be absorbed into Lot 2 Transition ❑ Lower value and complexity lots introduced to allow speed to market and remove barriers to entry for SMEs
Call-off mechanisms	<ul style="list-style-type: none"> ❑ No minimum or maximum term for call offs and flexibility to choose appropriate extension ❑ Incorporation of competitive flexible procedure into further competition allowing POC, POV, discovery, negotiation, presentations etc to be used as part of a call off mechanism
Rate card	Job family level rate card
Terms and conditions	<ul style="list-style-type: none"> ❑ Introduction of a short order form and modular schedules ❑ Using MSC based lot 4 call off terms as the baseline approach for all other lots to remove complexity ❑ Consideration given to flexibility in selecting appropriate terms

Technology Services 4 structure



Technology Services 4 call off mechanisms



Lotting structure considerations

	Lot 1 Strategy and Service Design	Lot 2 Transition and SIAM	Lot 3 End User Services	Lot 3a (lower value and complexity)	Lot 4 Infrastructure Management Services	Lot 4a (lower value and complexity)	Lot 5 Application and Data Management Services	Lot 5a (lower value and complexity)	Lot 6 Major Service Transformation Programmes
No of suppliers	Not Restricted								
Call off mechanism	further competition (inc competitive flexible) + award without competition + cross lot								Further Competition Only
Advised max call off value	No max	No max	No max	ETBCm	No max	ETBCm	No max	ETBCm	No max
Advised min call off value	No max	No min	£TBCm	No min	£TBCm	No min	£TBCm	No min	No min
Max call off term	No minimum or maximum								
Evaluation approach	Silver FVRA	Gold FVRA	Gold FVRA	Silver FVRA	Gold FVRA	Silver FVRA	Gold FVRA	Silver FVRA	Gold FVRA
	High quality threshold	High quality threshold	High quality threshold	Medium quality threshold	High quality threshold	Medium quality threshold	High quality threshold	Medium quality threshold	High quality threshold + CE+



TS4 scope and specification

Lot 1 Technology Strategy and Service Design

Suppliers will provide a range of services either as consultancy services or professional services.

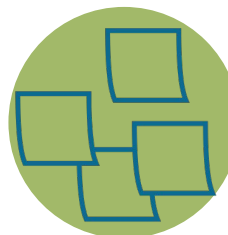
Technology strategy

Capability analysis, enterprise architecture, technology gap assessment, business models, architectures, road-mapping, IT financial management strategy, security and cyber strategy design, AI and automation deployment planning and design.



Service Design

Operational service design, demand management planning, risk analysis and management planning, security design, supply chain analysis and design, application strategy and design, end user services and digital service design.



Other Services

Independent client side, validation, value realisation and cost optimisation, audit of the present customer estate, transformation and transition, post transition/transformation review, legacy service decommissioning and disposal.



Exclusions and limits

The following are excluded from the scope of Lot 1: resource augmentation, management consultancy, live services management or support (this forms part of lot 3, 3A, 4, 4A, 5 and 5A), project or programme management services.

No minimum or maximum call off term is applied to this lot.

No minimum or maximum total contract value is applied to this lot.

[Spend controls guidance](#)

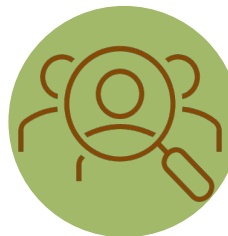
Lot 2 Transition and SIAM

Transition

Risk analysis and management, audit and due diligence, implementing and managing the transition process, coordination of resources, potentially across multi supplier environment, post transition review, legacy service decommissioning, application implementation and re-platforming, end user services and digital service transition, post-transition service and security management, SIAM.

SIAM

Project and programme management



Suppliers will provide a range of Services to deliver technology service transition and SIAM to Buyer either as an end to end managed service, stand-alone services or professional services.

Exclusions and limits

The following are excluded from the scope of Lot 2: resource augmentation, telephony, consultancy services, mobile voice and data services, contingent labour, managed print, physical data centre premises. The following are excluded as stand alone procurements, but can be procured as part of a transition and SIAM service provision (ancillary services/Goods): live services management or support, software, hardware, AI, automation.

No minimum or maximum call off term is applied to this lot.

No minimum or maximum total contract value is applied to this lot.

Lot 3 End User Services

End User Support

Product support capabilities, incident management and support services, reporting and proactive results analysis, end user training coordination, change and event management, knowledge transfer.

End User Computing and Device Management

Support for the full lifecycle management of assets, device deployment, maintenance, change management and disposal, hardware and device leasing services, knowledge transfer.

Transition, Project and Programme Management

Identification of transition success factors and their measurement, risk analysis and risk management, audit and due diligence activities, project and programme management, implementing and managing the transition process.



Suppliers will provide a range of Services to deliver end user support, end user computing and device management, and/or technology service transition to Buyer, either as an end to end managed service, stand-alone services or professional services.

Exclusions and limits

The following are excluded from the scope of Lot 3: resource augmentation, telephony, consultancy services, mobile voice and data services, contingent labour, managed print, physical data centre premises. The following are excluded as stand alone procurements, but can be procured as part of a managed service (ancillary services/Goods): software, hardware, AI, automation.

No minimum or maximum call off term is applied to this lot.

Minimum total contract value of XX is applied to this lot.

Lot 3A End User Services (lower complexity and value)

Exclusions and limits

The following are excluded from the scope of Lot 3: resource augmentation, telephony, consultancy services, mobile voice and data services, contingent labour, managed print, physical data centre premises. The following are excluded as stand alone procurements, but can be procured as part of a managed service (ancillary services/Goods): software, hardware, AI, automation.

No minimum or maximum call off term is applied to this lot.

Maximum total contract value of XX is applied to this lot.

Suppliers will provide a range of Services to Buyer either as an end to end managed service, stand-alone services or professional services.

Lot 4 Infrastructure Management

Suppliers will provide a range of Services to Buyer either as an end to end managed service, stand-alone services or professional services.

Operations and Service Management

Delivery models alignment, infrastructure management ie data centres, tech bars, cloud platforms, system operations, integration, support, administration, performance monitoring, knowledge transfer.

Security management

Network security, identity and access management, device security, SOC, knowledge transfer

Hardware and software asset management

Hardware and software acquisition and disposal planning, hardware disposal, software licences consolidation, asset lifecycle management

Transition, Project and Programme Management



Exclusions and limits

The following are excluded from the scope of Lot 4: resource augmentation, telephony, consultancy services, mobile voice and data services, wide area network provisioning and connectivity, contingent labour, managed print, data centres. The following are excluded as stand alone procurements, but can be procured as part of a managed service (ancillary services/products): software, hardware, AI, automation.

No minimum or maximum call off term is applied to this lot.

Minimum total contract value of XX is applied to this lot.

Lot 4A Infrastructure Management (lower complexity and value)

Exclusions and limits

The following are excluded from the scope of Lot 4: resource augmentation, telephony, consultancy services, mobile voice and data services, wide area network provisioning and connectivity, contingent labour, managed print, data centres. The following are excluded as stand alone procurements, but can be procured as part of a managed service (ancillary services/products): software, hardware, AI, automation.

No minimum or maximum call off term is applied to this lot.

Maximum total contract value of XX is applied to this lot.

Suppliers will provide a range of Services to Buyer either as an end to end managed service, stand-alone services or professional services.

Lot 5 Application and Data Management

Application Development, Management and Support

Processes and methodologies for custom or enterprise applications, development of new and existing applications, continuous and whole software lifecycle management, process workflows, management of third party suppliers, knowledge transfer.

Data Warehouse, Database and Data Management

Data, database and middleware management and integration practices, architectural techniques and tools, database configuration, management and support, data extraction, translation, transfer, conversion, destruction and backup and recovery, knowledge transfer.

Transition, Project and Programme Management

The identification of the transition success factors and their measurement, risk analysis and risk management, audit and due diligence activities, project and programme management, implementing and managing the transition process.



Suppliers will provide a range of Services to Buyer either as an end to end managed service, stand-alone services or professional services.

Exclusions and limits

The following are excluded from the scope of Lot 5: resource augmentation, telephony, consultancy services, mobile voice and data services, contingent labour, managed print, data centres. The following are excluded as stand alone procurements, but can be procured as part of a managed service (ancillary services/products): software, hardware, AI, automation.

No minimum or maximum call off term is applied to this lot.

Minimum total contract value of XX is applied to this lot.

Lot 5A Application and Data Management (lower complexity and value)

Exclusions and limits

The following are excluded from the scope of Lot 5: resource augmentation, telephony, consultancy services, mobile voice and data services, contingent labour, managed print, data centres. The following are excluded as stand alone procurements, but can be procured as part of a managed service (ancillary services/products): software, hardware, AI, automation.

No minimum or maximum call off term is applied to this lot.

Maximum total contract value of XX is applied to this lot.

Suppliers will provide a range of Services to Buyer either as an end to end managed service, stand-alone services or professional services.

Lot 6 Major technology Services Transformation Programmes

Services as described in Lots
1,2,3,4 and 5



Programme and project
management



Risk and issues management



Exclusions and limits

The following are excluded from the scope of Lot 6: resource augmentation (this includes accountability models/delivery approaches where Supplier staff would work as part of a blended team under the direction and control of the Buyer), telephony, mobile voice and data services, wide area network provisioning and connectivity, contingent labour, managed print, data centres.

The following are excluded as stand alone procurements, but can be procured as part of a managed service (ancillary services/products): software, hardware, AI, automation.

No minimum or maximum call off term is applied to this lot.

No minimum or maximum contract value applied to this lot.

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