

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. We will publish an anonymous survey to better understand potential number of bidders (August)

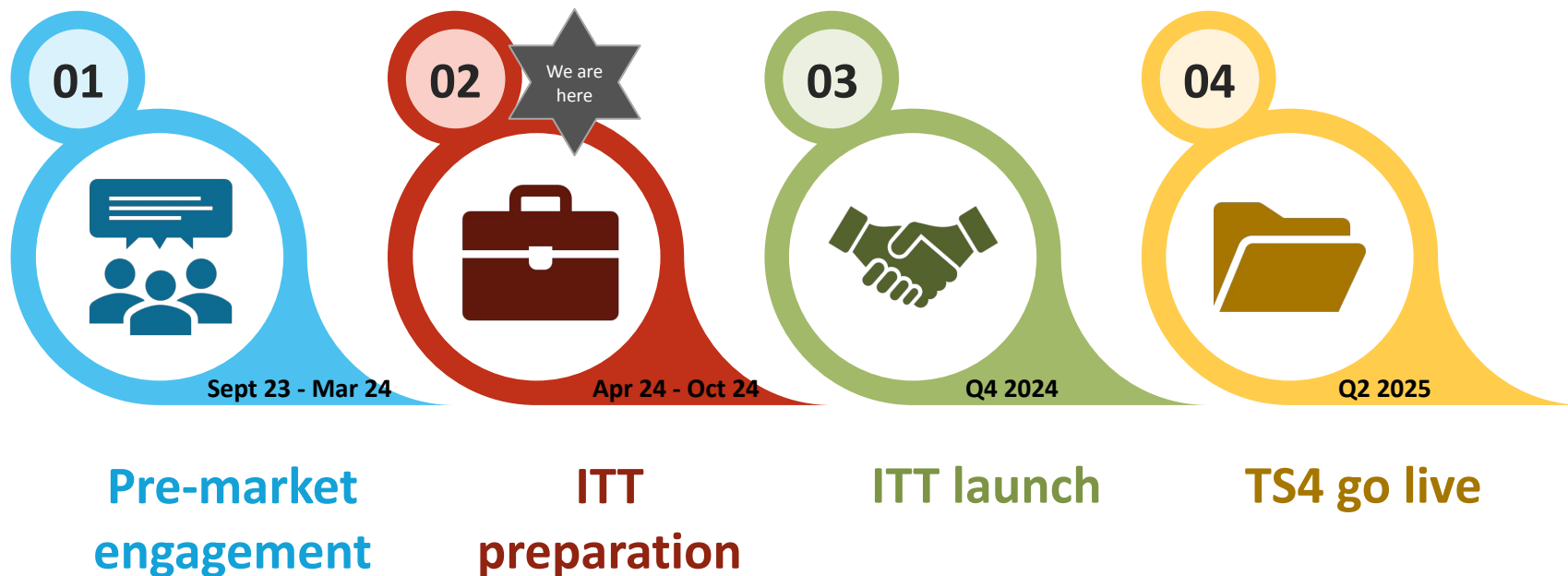
Supplier surgeries draft agenda

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

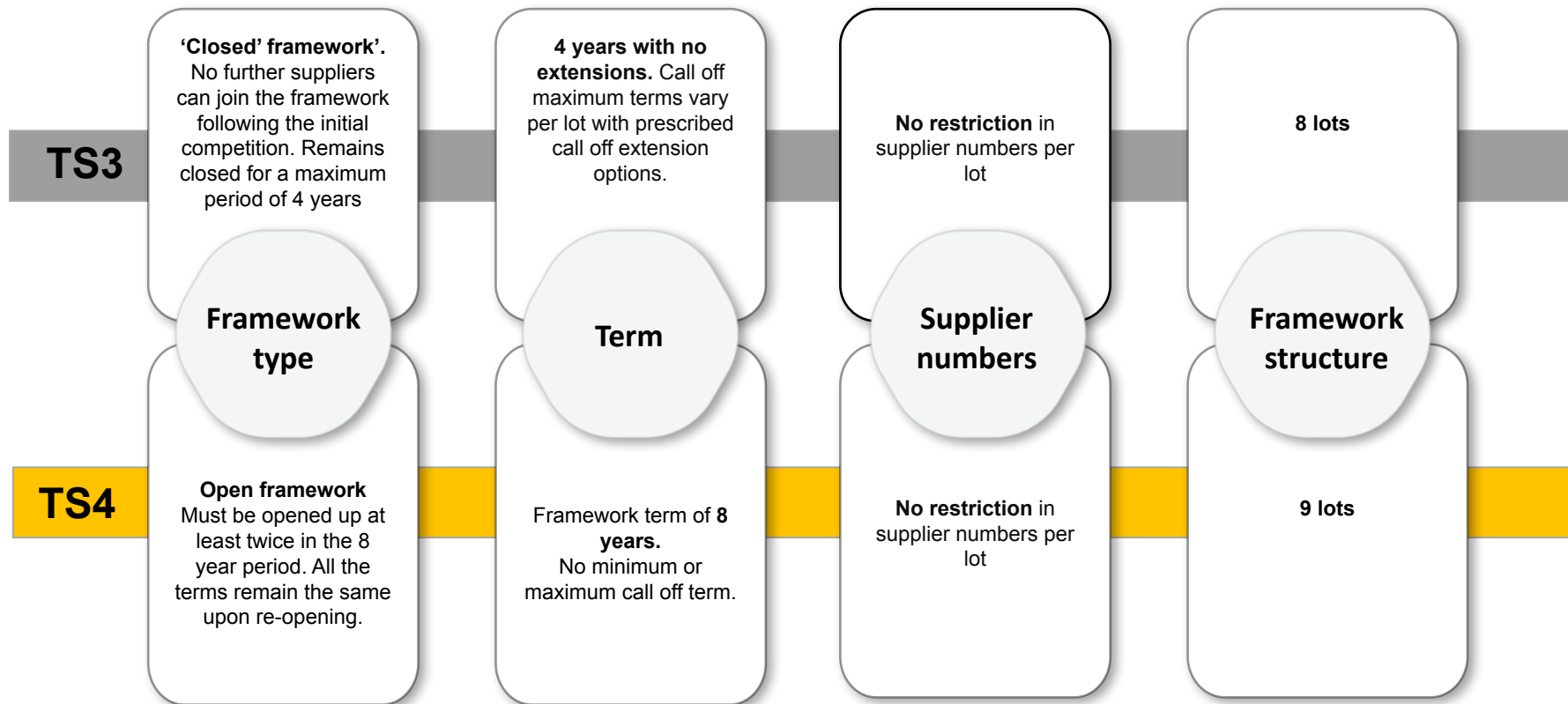


Technology Services 4 overview

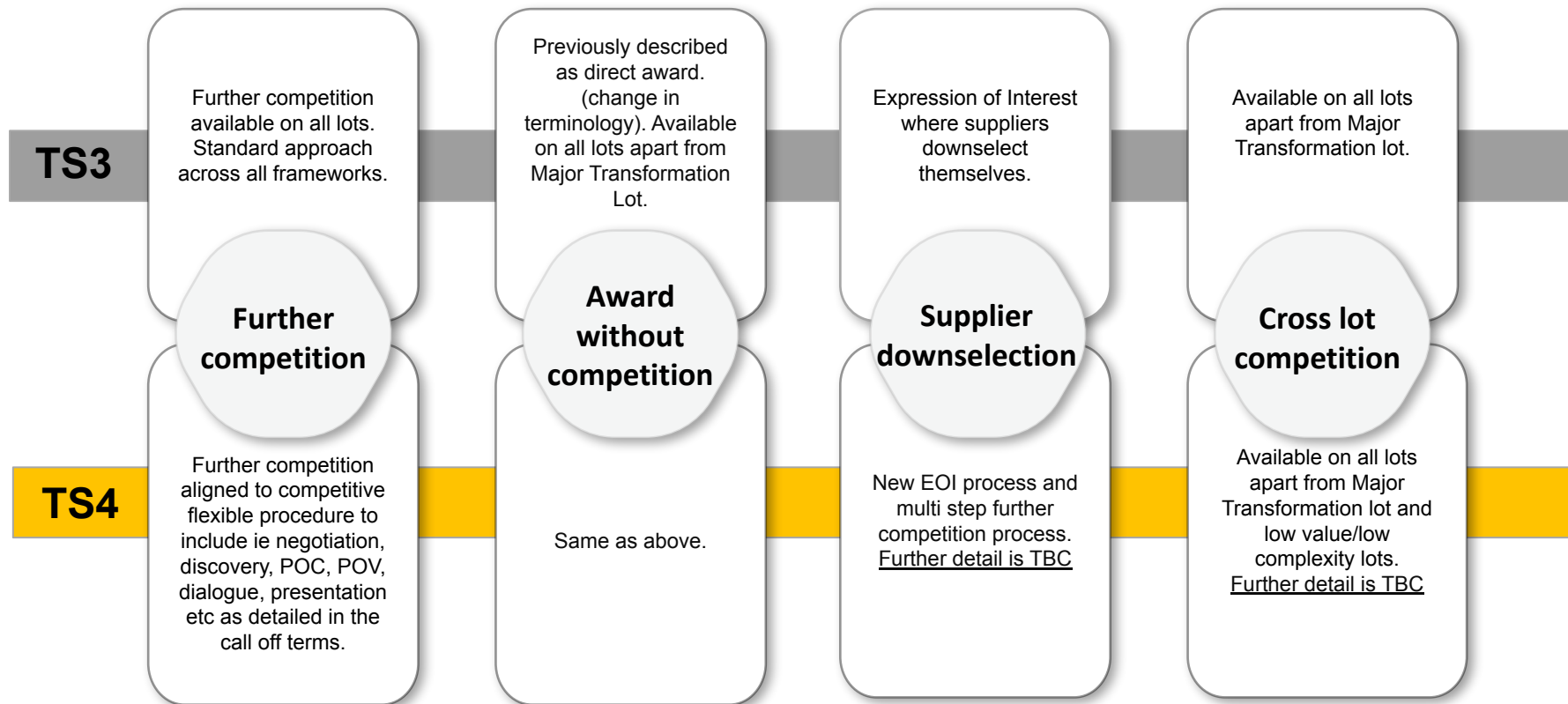
Based on the feedback received from the market engagement, here's an overview of TS4 proposal

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 ❑ Aligning call off terms 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.

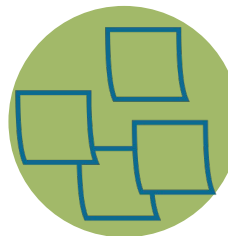
Technology strategy

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](#)

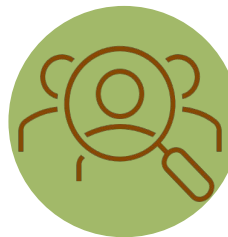
Lot 2 Transition and SIAM

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.



TS4 pricing and rate card

Rate card

Job family level

DaDPCF Job Family	SFIA Level 1	SFIA Level 2	SFIA Level 3	SFIA Level 4	SFIA Level 5	SFIA Level 6	SFIA Level 7
Architecture							
Data							
IT Operations							
Product and Delivery							
Quality Assurance Testing							
Software Development							
User Centered Design							
Security							
Programme management							

Role level

DaDPCF Job Family	Role	SFIA Level 1	SFIA Level 2	SFIA Level 3	SFIA Level 4	SFIA Level 5	SFIA Level 6	SFIA Level 7
Data Roles	Business architect							
	Data architect							
	Enterprise architect							
	Network architect							
	Security architect							
	Technical architect							

Taxonomy - snapshot

DaDPCF Job Family	Roles	SFIA Level 1 (AO)	SFIA Level 2 (EO)	SFIA Level 3 (HO)	SFIA Level 4 (SO)	SFIA Level 5 (G7)	SFIA Level 6 (G6)	SFIA Level 7 (SCS)
Architecture	Business Architect	Trainee/Apprentice	Junior Business Architect		Associate Business Architect	Business architect	Lead Business Architect	
	Data architect	Trainee/Apprentice			Data Architect	Senior Data Architect	Chief Data Architect	
	Enterprise architect	Trainee/Apprentice		Enterprise architect	Senior enterprise architect	Lead enterprise architect	Principal enterprise architect	
	Network architect	Trainee/Apprentice		Associate network architect	Network architect	Lead network architect		
	Security architect	Trainee/Apprentice		Security architect	Senior security architect	Lead security architect	Principal security architect	
	Solution architect	Trainee/Apprentice	Associate solution architect	Solution architect	Senior solution architect	Lead solution architect	Principal solution architect	
	Technical architect	Trainee/Apprentice	Associate technical architect	Technical architect	Senior technical architect	Lead technical architect	Principal technical architect	
Data	Data analyst	Trainee/Apprentice		Associate analyst	Data analyst	Senior data analyst	Principal data analyst	
	Data engineer	Trainee/Apprentice		Data engineer	Senior data engineer	Lead data engineer	Head of data engineering	
	Data ethicist	Trainee/Apprentice				Data ethicist lead	Head of data ethics	
	Data governance manager	Trainee/Apprentice			Data governance manager	Lead data governance manager	Head of data governance	
	Data scientist	Trainee data scientist	Associate data scientist	Data scientist	Principal data scientist	Lead data scientist	Head of data science	
	Performance analyst	Trainee/Apprentice	Associate performance analyst	Performance analyst	Senior performance analyst	Lead performance analyst	Head of performance analysis	

Evaluation approach

Pricing evaluation

01

What will be required

All Suppliers will be required to provide maximum day rates and award without competition discounts on a job family level. All fields marked as mandatory will be required. If available, Suppliers will also be able to provide nearshore and offshore maximum day rates.



02

What will be evaluated

Maximum day rates and award without competition discounts will be mandatory and subject to evaluation. If provided, nearshore and offshore maximum day rates will be subject to TS4 terms.



Pricing review mechanism - example

DaDPCF Job Family	SFIA Level 1	SFIA Level 2	SFIA Level 3	SFIA Level 4	SFIA Level 5	SFIA Level 6	SFIA Level 7
Architecture							
Data		% weighting	% weighting	% weighting	% weighting	% weighting	
IT Operations		% weighting	% weighting	% weighting	% weighting	% weighting	
Product and Delivery		% weighting	% weighting	% weighting	% weighting	% weighting	
Quality Assurance Testing		% weighting	% weighting	% weighting	% weighting	% weighting	
Software Development		% weighting	% weighting	% weighting			
User Centered Design		% weighting	% weighting	% weighting	% weighting	% weighting	
Programme and Project Manager		% weighting	% weighting	% weighting	% weighting	% weighting	
Cyber Security		% weighting	% weighting		% weighting	% weighting	

mandatory evaluated entries

non mandatory / non evaluated entries

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Framework re-opening and pricing review

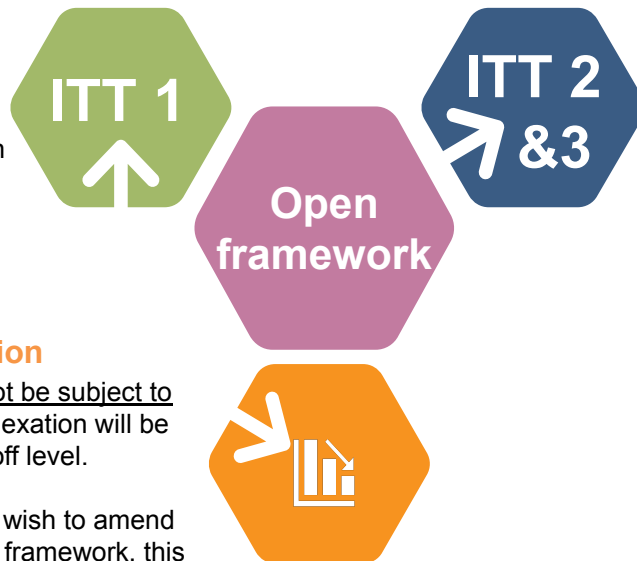
ITT 1

All Bidders will be required to provide maximum day rates and award without competition discounts. Unless varied through a tender resubmission (or a new tender), the maximum day rates will remain valid for the full term of the framework (8 years).

Pricing review/indexation

TS4 framework pricing will not be subject to a pricing review, however indexation will be available to Buyers at a call off level.

In cases where suppliers will wish to amend pricing at a re-opening of the framework, this will require a re-assessment of the tender relating to the earlier award through a tender resubmission (or a submission of a new tender).



Framework re-opening

An existing supplier can be appointed to the new framework based on, at its choice, one of the following:

- a. the fact that the supplier has previously been awarded a framework in the scheme i.e. there is no requirement for the supplier to submit a new tender if it does not wish to update its offer. Where the supplier chooses this option, the contracting authority does not reassess the earlier tender and the supplier simply remains on the open framework;
- b. the re-assessment of a tender relating to an earlier award; or
- c. the assessment of a new tender relating to the new framework

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