

Power to your procurement

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 and September. 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 have published an [anonymous survey](#) to better understand potential number of bidders


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. **03/09/2024** Standards, Central Digital Platform
7. **September** Terms and conditions, COTPA's, call off mechanisms

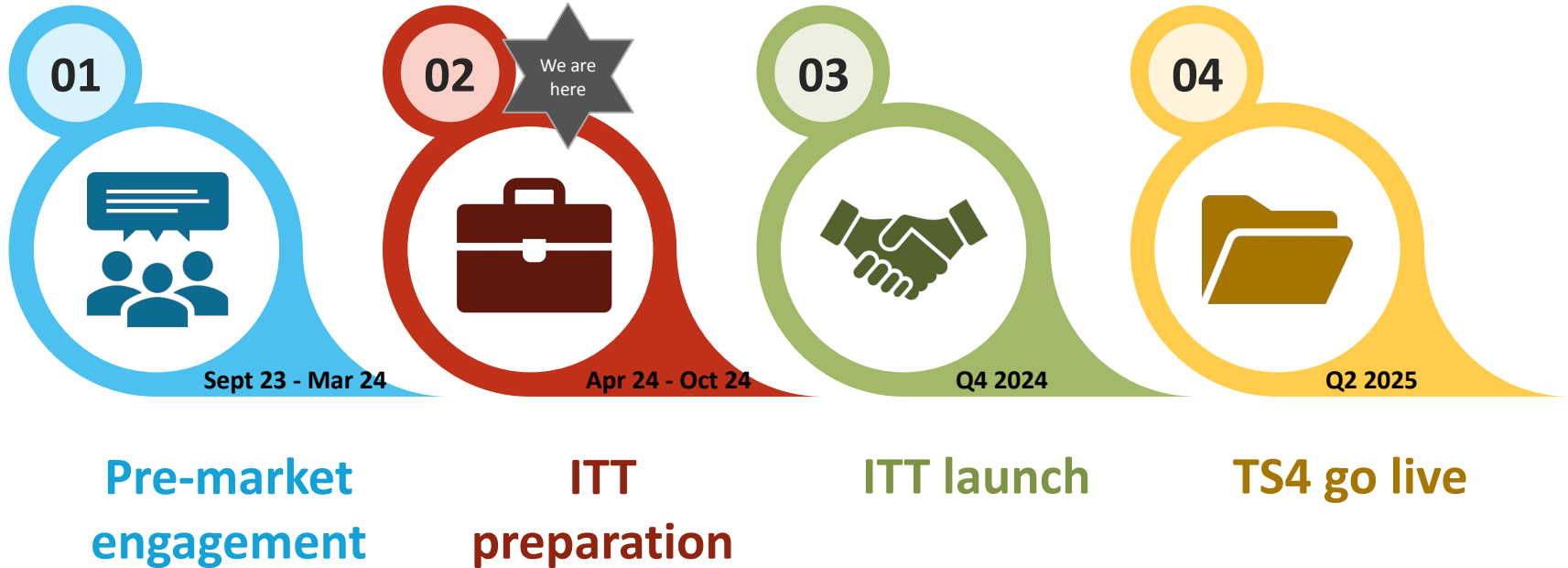


Technology Services 4 overview

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Technology Services 4 timeline overview

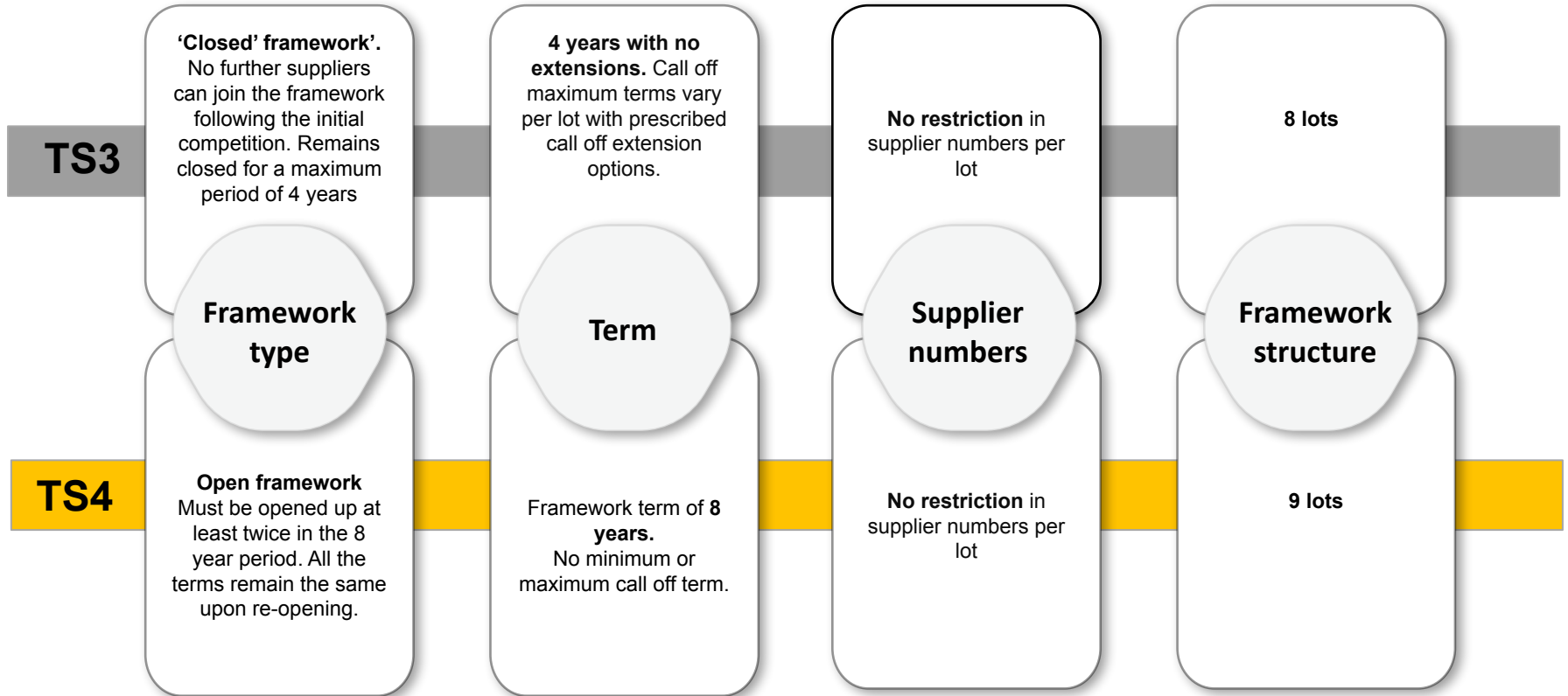


Technology Services 4 overview

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

Area	Proposal
PPA 2023	Open framework <ul style="list-style-type: none"><input type="checkbox"/> 8 year term<input type="checkbox"/> Re-opened before end of Y3 and Y5<input type="checkbox"/> £16bn FTS
Scope	<ul style="list-style-type: none"><input type="checkbox"/> Future proofing the agreement by adding AI, Automation etc as an ancillary service to avoid confusion / overlap<input type="checkbox"/> Improving clarity of offering
Framework structure	<ul style="list-style-type: none"><input type="checkbox"/> Operational lots reduced from 4 to 3 to remove duplication and ensure ease of use<input type="checkbox"/> Lot 5 SIAM will be absorbed into Lot 2 Transition<input type="checkbox"/> 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"><input type="checkbox"/> No minimum or maximum term for call offs and flexibility to choose appropriate extension<input type="checkbox"/> 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"><input type="checkbox"/> Introduction of a short order form and modular schedules<input type="checkbox"/> Aligning call off terms to remove complexity<input type="checkbox"/> Consideration given to flexibility in selecting appropriate terms

Technology Services 4 structure



Technology Services 4 call off mechanisms

TS3

Further competition available on all lots. Standard approach across all frameworks.

Further competition

Previously described as direct award. (change in terminology). Available on all lots apart from Major Transformation Lot.

Award without competition

Expression of Interest where suppliers downselect themselves.

Supplier downselection

Available on all lots apart from Major Transformation lot.

Cross lot competition

TS4

Further competition aligned to competitive flexible procedure to include ie negotiation, discovery, POC, POV, dialogue, presentation etc as detailed in the call off terms.

Same as above.

New EOI process and multi step further competition process. Further detail is TBC

Available on all lots apart from Major Transformation lot and low value/low complexity lots. Further detail is TBC

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	£TBCm	No max	£TBCm	No max	£TBCm	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

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Lot 1 Technology Strategy and Service Design

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

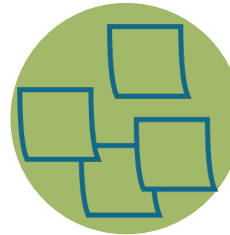
Technology strategy

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

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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							
	Architecture roles							

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
	leave blank

Framework re-opening and pricing review

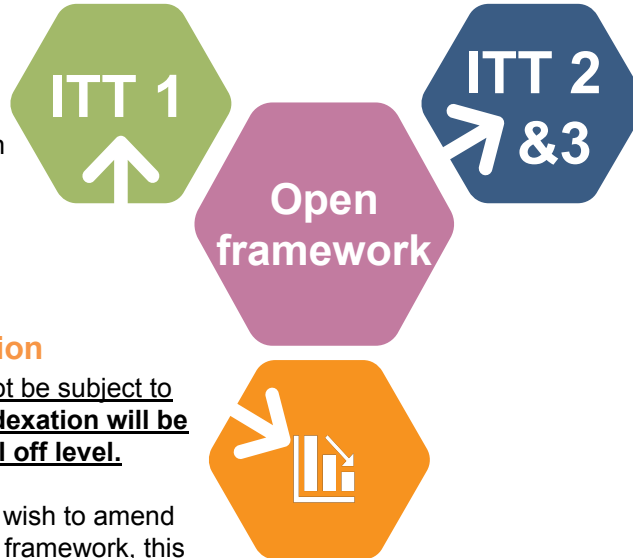
ITT 1

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



TS4 certification, standards and Certificates Of Technical and Professional Ability (COTPAs)

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Definitions



Certification

When requesting certification, CCS is asking the supplier to provide certificates showing that they have obtained a specific accreditation. Where appropriate, a list of alternative certification will be provided.

Standards

When requesting compliance with specific standards, CCS is asking that the supplier be compliant with the requirements of a particular accreditation. The supplier does not need to have obtained that certification formally. CCS will reserve the right to audit compliance on an annual basis.

Regulations

Regulations refer to the government policies and laws that must be followed by suppliers. Regulations can vary from strategies that should be implemented, to legal requirements listed in Procurement Policy Notes (PPNs).

Changes from Technology Services 3

Certifications

Removed:

ISO 22313:2020

ISO 22301:2019

ISO/IEC 27031:2011

Standards

Removed:

ITIL

BS8477:2014

ISO 26300

Framework Contract for ICT Technical Support (FITS)

Added:

[ISO/IEC 42001](#)

[ISO/IEC 27002](#)

[Green Public Procurement Criteria](#)

[Government Buying Standards](#)

Buyers will be able to request additional certification/ standards compliance at call off

Certification for main lots 1,2,3,4,5,6*

Standard	Description	Lot	When to be provided by	Alternatives Examples
ISO 14001 2015 - "Environmental Management System"	Provides a framework for organizations to design and implement an EMS, and continually improve their environmental performance.	1,2,3,4,5,6	<p>Prior to framework award</p> <p>Buyers will be able to request additional certification/standards compliance at call off</p>	BS 8555:2016 Environmental Management System
ISO/IEC 20000-1 2018	ISO/IEC 20000 is the international ITSM (IT service management) standard. It enables IT departments to ensure that their ITSM processes are aligned with the business's needs and international best practices.	1,2,3,4,5,6		ITIL 4 conformity, COBIT conformity.
ISO/IEC 27001	The ISO/IEC 27001 standard provides companies of any size and from all sectors of activity with guidance for establishing, implementing, maintaining and continually improving an information security management system.	1,2,3,4,5,6		Cyber Essentials or IASME Cyber Assurance can be used as alternatives for ISO 27001- https://iasme.co.uk/
ISO 9001	Helps organizations of all sizes and sectors to improve their performance, meet customer expectations and demonstrate their commitment to quality.	1,2,3,4,5,6		Recognised Six Sigma Certification
Cyber Essentials	Will help you to protect your organisation, whatever its size, against a whole range of the most common cyber attacks.	1,2,3,4,5		None permitted
Cyber Essentials Plus	Cyber Essentials Plus is the highest level of certification offered under the Cyber Essentials scheme. It is a more rigorous test of an organisation's cyber security systems where cyber security experts carry out vulnerability tests.	6 only		None permitted

*CCS reserves the right to change the certifications and standards as required

Certification for lower value and complexity lots 3a, 4a and 5a*

Standard	Description	When to be provided by	Alternatives Examples
ISO 14001 2015 - “Environmental Management System”	Provides a framework for organizations to design and implement an EMS, and continually improve their environmental performance.	<p>Prior to the award of the first call off which requires certification against one of the listed standards or within the first 12 months after framework award, whichever comes first</p> <p>Buyers will be able to request additional certification/standards compliance at call off</p>	BS 8555:2016 Environmental Management System
ISO/IEC 20000-1 2018	ISO/IEC 20000 is the international ITSM (IT service management) standard. It enables IT departments to ensure that their ITSM processes are aligned with the business's needs and international best practices.		ITIL 4 conformity, COBIT conformity.
ISO/IEC 27001	The ISO/IEC 27001 standard provides companies of any size and from all sectors of activity with guidance for establishing, implementing, maintaining and continually improving an information security management system.		Cyber Essentials or IASME Cyber Assurance can be used as alternatives for ISO 27001- https://iasme.co.uk/
ISO 9001	Helps organizations of all sizes and sectors to improve their performance, meet customer expectations and demonstrate their commitment to quality.		Recognised Six Sigma Certification
Cyber Essentials	Will help you to protect your organisation, whatever its size, against a whole range of the most common cyber attacks.	Prior to framework award	None permitted

Standards*

Standard	Description	Certification/Compliance/Regulation	Lot	Compliance required from	Alternatives Examples
TOGAF 10	TOGAF (The Open Group Architecture Framework) is a widely used framework for enterprise architecture. It provides a comprehensive approach for designing, planning, implementing, and governing enterprise information technology architecture.	Compliance	1,6	<p>Prior to the award of the first call off which requires compliance with a particular standard</p> <p>Buyers will be able to request additional certification/standards compliance at call off</p>	ISO 15704 - Enterprise modelling and architecture, Gartner's Enterprise Architecture Method, the Zachman Framework
ISO/IEC 13066-1:2011	A standard that provides a basis for evaluating and designing interoperability between assistive technology (AT) and information technology (IT).	Compliance	All		TBC
BS EN IEC 62368	A safety standard for audio, video, information, and communication technology equipment.	Compliance	3, 4, 6		Electrical Equipment Safety Regulations.
ISO/IEC 42001	ISO/IEC 42001 is an international standard that specifies requirements for establishing, implementing, maintaining, and continually improving an Artificial Intelligence Management System (AIMS) within organizations.	Compliance	All		NIST AI Risk Management Framework
ISO/IEC27002	Information Security Controls- an international standard that provides guidance for organizations looking to establish, implement, and improve an Information Security Management System (ISMS) focused on cybersecurity. Essentially, this is 27001 with a focus on cyber security.	Compliance	All		IASME Cyber Assurance
ISO 10007	Provides guidance on the use of configuration management within an organization. It is applicable to the support of products and services from concept to disposal.	Compliance	All	ITIL 4 conformity	

*The list is NOT exhaustive and CCS reserves the right to change the certifications and standards as required

Standards* (continued)

Standard	Description	Compliance	Compliance required from
Project and Programme Management	Project and programme management - GOV.UK	Compliance	Prior to the award of the first call off which requires compliance with a particular standard
Greening Government Strategy	- Greening government: ICT and digital services strategy 2020-2025 - GOV.UK - Greening government: sustainable technology strategy 2020 - GOV.UK	Compliance	
Energy Efficiency	- DEFRA: Sustainability in information and communication technology (ICT): a Defra guide - Certification of Energy Efficiency for Data Centers: CEEDA - DC	Compliance	
Environmental Policy and Sustainability Development Plan	https://www.gov.uk/government/sustainable-development	Compliance	
Green Public Procurement Criteria	https://green-business.ec.europa.eu/green-public-procurement/gpp-criteria-and-requirements_en	Compliance	
Sustainability	Make your technology sustainable	Compliance	
Government Buying Standards	https://www.gov.uk/government/collections/sustainable-procurement-the-government-buying-standards-gbs	Compliance	
Information Technology Standards	- Open standards principles - Open standards for government - The technology code of practice	Compliance	Buyers will be able to request additional certification/standards compliance at call off
External Connectivity Standards	PCI DSS v4.0	Compliance	
Information Security	Security policy framework: protecting government assets	Compliance	
Supplier standard for digital and technology service providers	Supplier standard for digital and technology service providers	Compliance	
Government Service Standard	https://www.gov.uk/service-manual/service-standard	Compliance	
Contract Management Standards	https://assets.publishing.service.gov.uk/media/5d35940240f0b604d21a892a/Contract_Management_Professional_Standards_v2.pdf	Compliance	

*The list is NOT exhaustive and CCS reserves the right to change the certifications and standards as required

Regulations and legislation* (continued)

Standard	Description	Lot	Adherence to legislation/ regulations required by
Carbon Reduction Plan	Suppliers shall provide and maintain a Carbon Reduction Plan in accordance with Procurement Policy Note 06/21: Taking account of Carbon Reduction Plans in the procurement of major government contracts - GOV.UK	1,2,3,4,5,6	ITT submission
Modern Slavery	The Supplier shall at all times be compliant with the provisions of the Modern Slavery Act 2015. Modern Slavery Act 2015 - Legislation.gov.uk The Supplier shall annually complete the modern slavery assessment tool as directed by the Authority. Modern Slavery Assessment Tool - Supplier Registration Service	All	ITT submission

*The list is NOT exhaustive and CCS reserves the right to make necessary changes

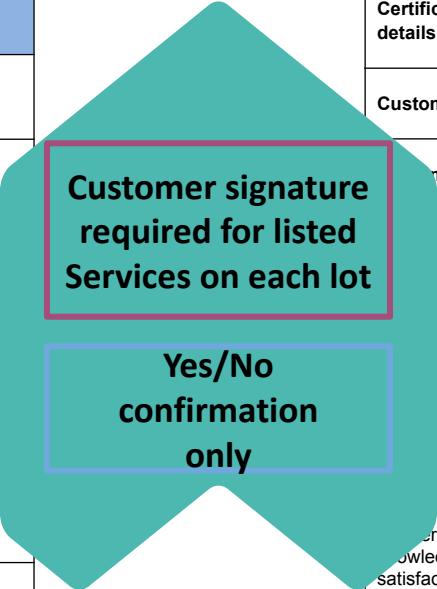
Certificate Of Technical and Professional Ability*

Lot	High level Capabilities (extracted from the specification)	Service lines	Value	Number of COTPAs permitted	Work conducted within the last 'X' Years
Lot 1	Technology Strategy and Service design	3/7	TBC	TBC	3
Lot 2	Technology Service Transition and SIAM	4/6	TBC	TBC	3
Lot 3	End User Services	4/6	TBC	TBC	3
Lot 3a	End User Services (lower value and complexity)	3/6	TBC	TBC	5
Lot 4	Infrastructure Management	6/8	TBC	TBC	3
Lot 4a	Infrastructure Management (lower value and complexity)	4/8	TBC	TBC	5
Lot 5	Application and Data Management	4/6	TBC	TBC	3
Lot 5a	Application and Data Management (lower value and complexity)	3/6	TBC	TBC	5
Lot 6	Major Technology Services Transformation Programmes	n/a	n/a	n/a	n/a

*This is a draft and therefore CCS reserves the right to change the COTPAs

COTPA approach*

Services	Yes / No
Service 1	Yes
Service 2	No
Service 3	Yes
Service 4	No
Service 5	Yes
Service 6	No
Service 7	No



Section B - To be completed by the customer	
Certificate of Technical and Professional Ability - Customer contact details	
Customer contact name:	[name of customer contact]
Customer address:	[customer address]
Customer direct line:	[customer telephone number]
Customer email:	[customer email]
Customer confirmation:	
I hereby certify that, to the best of our knowledge and belief, the supplier has satisfactorily supplied the services and delivered the deliverables and the outcomes described above at Section A in accordance with the contract.	Authorised signature (either double-click on signature box below to digitally sign or copy & paste in an image file of your signature):

*This is a draft and therefore CCS reserves the right to change the COTPA's

COTPA - additional information*

Additional Information**:

- You may use contracts delivered in the public, private, or Third Sector (e.g. Charity)
- Examples of call-off contracts awarded under framework contracts will be considered valid, but framework contracts themselves **will not** be valid
- No attachments other than the certificates are permitted. Any additional documents submitted will be disregarded
- Examples may cover situations where your organisation was acting as prime contractor, key subcontractor or part of a consortium. Where you relied on other such entities to perform the contract, you need to tell us who they were and describe the function that each such other entity performed under the contract
- Customer contacts provided must not have been employed or appointed by your organisation, or from within your associated group of companies, within the past 3 years prior to the publication of the contract notice
- If you delivered services for a client who has since left the customer organisation you worked for, they cannot sign-off on the COTPA. A COTPA must be signed by an existing employee of the company for whom the work was undertaken
- Although physical customer signatures on the COTPAs would be preferable, we recognise that this might be problematic for some customers. Therefore, if a customer is unable to print a completed Certificate, a digital signature is an acceptable alternative
- COTPAs may be provided for contracts where the supplier that delivered the services is a consortium member or a Key Subcontractor named in your bid.
- Where you are relying on a Key Subcontractor to demonstrate technical and professional ability, remember that they must complete Attachment X - Information and Declaration Workbook. This must be submitted as part of your bid, in accordance with the guidance set out in Attachment X - About the Framework.


*This is a draft and therefore CCS reserves the right to change this approach

** Some of the information may be subject to change as and when new regulations are released

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