Technology Services 2 framework

Supplier overview
Crown Commercial Service overview

Set up April 2014 – amalgamation of Government Procurement Service and other Cabinet Office commercial teams

Main role - setting up and managing commercial agreements for common goods and services for the benefit of Central Government and Wider Public Sector

Mission statement – CCS is aiming to deliver:

- significant savings to the taxpayer
- aggregated spend across Government and wider public sector
- an increase in the quality of the commercial service to Government and the wider public sector

CCS 16/17 objectives:

- Savings delivery – for central government and wider public sector
- Service delivery – agreements meeting the needs of our customers and driving up spend through our frameworks
- Policy delivery – commercial policy developing, matching government objectives
- Business transformation and capability – continuous improvement of commercial capability
Delivering value for the nation through outstanding commercial capability and quality customer service

**Savings**
- £160.2m savings for central government alone

**Spend**
- c£10.7bn of public sector spend through CCS deals in 2016/16.
- £2.7 bn spend through technology frameworks
- >1800 procurements carried

** Suppliers**
- 61% of the 2,600 suppliers we work with are small businesses.
- 500+ supplier contracts managed on behalf of our customers.
- New contracting models have led to a 40% reduction in active framework agreements.

**Customers**
- 14,500 customers across 1,400 organisations.
- Business Partners in place - a primary point of contact focused on delivering excellent service to customers (central government and sector leads).
## CCS Pillar Structure

<table>
<thead>
<tr>
<th>Pillar</th>
<th>Total Spend</th>
<th>Influencing Spend</th>
<th>Lead Name</th>
<th>Key Responsibilities</th>
</tr>
</thead>
</table>
| BUILDINGS       | £2.8bn      | £9.5bn            | Steve Parr         | - Facilities management  
- Property materials, maintenance and repair  
- Energy - utilities and fuel saving                                                   |
| CORPORATE SOLUTIONS | £4.4bn      | £15bn             | David Skinner      | - Travel  
- Fleet  
- Office supplies  
- Information content management  
- Communications  
- Financial services |
| PEOPLE          | £2.0bn      | £6bn              | Laurence Moran     | - Permanent and temporary staff (including health staff)  
- Professional services (legal, L&D and translation)                                 |
| TECHNOLOGY      | £2.8bn      | £9.5bn            | Rob Nixon          | - Cloud and digital  
- Network services  
- Software licensing  
- Technology products and services                                                   |
CCS Technology Pillar

Tech Products & Services: £1,218m
- End user hardware
- Infrastructure hardware
- Software licences
- Related services

11 Staff
9 Frameworks
4 MoUs

Cloud & Digital: £600m
- Cloud
- Digital Services
- Cyber Security

9 Staff
3 Frameworks

Network Services: £559m
- Telecoms
- Mobile phones and connectivity
- Wide Area Network (WAN)
- Associated services

11 Staff
2 Frameworks

Software Licensing
- Software MOUs
- Software licensing audit challenges
- Software estate overviews

7 Staff
5 MoUs
20 audits PA
Technology Services 2 background

- Technology Services 2 will be succeeding Technology Services framework which expires on May 17.

- Technology Services was developed in conjunction with Government Digital Service (GDS), as a route for customers to disaggregate their existing SI deals and enable the Digital by Default agenda.

- Technology Services 2 will be a re-designed of the current agreement to meet changing customer needs and emerging markets.
Technology Services - current spend across the public sector

- CG spend on SI and ICT Services deals in 15/16 – **£3.6 bn**
- WPS spend on ICT outsourcing and services in 15/16 - **£3bn**
TS2 Objectives

- To provide technology managed services in line with government policy and strategy.

- To provide a modular arrangement to enable and support multi-sourcing opportunities.

- Widening procurement of technology services from CCS frameworks in under-performing sectors (CG departments, HE/FE, LAs, Emergency services)

- Offering genuine alternative to WPS/CG SI deals, based on customer needs and requirements

- Ease of use:
  - Simple and clear structure
  - Harmonised T&C’s to allow inter-operability with other CCS technology frameworks
  - Simplified call off process and the potential for a catalogue option
## TS2 timeline

<table>
<thead>
<tr>
<th>What</th>
<th>When</th>
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<tbody>
<tr>
<td><strong>F2F customer and supplier stakeholder engagement</strong> – development of initial scope and structure</td>
<td>June – Aug 16</td>
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<tr>
<td><strong>Open customer and supplier discovery events</strong> – consultation on proposed scope and structure</td>
<td>Sept – Oct 16</td>
</tr>
<tr>
<td><strong>Development of blueprint(s), framework documentation and ITT</strong> – in collaboration with volunteer customer stakeholders and partners</td>
<td>Oct – Nov 16</td>
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<tr>
<td><strong>Procurement</strong></td>
<td>Dec 16 – March 17</td>
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<tr>
<td><strong>Framework going live</strong></td>
<td>April 17</td>
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Internal government stakeholder early engagement

Supplier engagement:
- In depth discovery sessions with key suppliers to CG and on CCS frameworks
- Open supplier sessions
- Steering groups – developing scope, financial model, KPI, lots, based on received feedback

Customer engagement:
- In depth discovery sessions with key CG and WPS stakeholders
- Open customer sessions
- Steering groups – see above