

Capita and the Government Procurement Service

Capita has successfully secured a place on the Government Procurement Service's Software Application Solutions Framework and Local Government Software Application Solutions Framework:

Framework Agreement: Software Application Solutions, code: RM713

Lot 1 - Bespoke Applications

Lot 4 - HR, Finance, Procurement, Transaction Management and ERP Solutions.

Framework Agreement: Local Government Software Applications Solutions, code: RM865

Lot 1: Management and Finance – revenues, benefits and finance software application solutions

Lot 2: Management and Finance – performance management, planning and decision making software application solutions

Lot 3: Social Care and Education - social care related software application solutions

Lot 5: Social Care and Education - libraries, museums and leisure related software application solutions

Lot 7: Communities - social housing software application solutions

Lot 9: Environment and Public Protection - highways and transport software application solutions.

What is the Government Procurement Service?

The Government Procurement Service is the national procurement partner for UK public services, enabling customers to improve value for money and efficiency. They are an Executive Agency of the Office of Government Commerce in the Treasury.

The Agency has extensive expertise in procurement, with over 500,000 products and services delivered through more than 1500 suppliers in Professional Services, Property and Office Solutions, Energy, Travel, ICT and eCommerce.

Who can use the Government Procurement Service?

Any UK Public Sector Contracting Authority, as defined by the Public Services Contract Regulations 1993 (which implement Council Directive 92/50/EC) and as amended by the Public Contracts Services and Supply (Amendment) Regulations 2000 (which implement European Parliament and Council Directive 97/52/EC), or any Service Provider acting on its behalf, can utilise Government Procurement Service Framework agreements.

Do we need to use a Framework Agreement if the value of the commission will not exceed the lower threshold of OJEU?

The Framework Agreements can be used for any value of commission and provide clarity and contractual rigour in terms of the scope, quality and pricing of projects.

Is it too late to use the Framework Agreements if we have already started the OJEU process?

The OJEU process can be stopped at any time prior to the issue of the Contract Award Notice and the Government Procurement Service's Framework Agreements used in lieu, saving both time and money, while complying with EU legislation.

In summary, purchasing through the Government Procurement Service's Frameworks:

- Is simpler, faster, cheaper – it legally avoids lengthy and resource intensive OJEU process
- Is a fully compliant procurement – the procedure is both EU compliant and permitted under the Public Sector Procurement Regulations
- Has no limit to the values of the tenders/contracts
- Is free – all public sector organisations are entitled to use it
- Saves time and resource – it avoids having to prepare and evaluate PQQs as the suppliers are all pre-qualified by Buying Solutions (an Executive Agency of the Treasury)
- Ensures a faster completion of purchase – through much shorter timescales and no Alcatel period
- Has faster contract negotiations – implementing standard OGC Contract Terms and Conditions
- Guarantees lower charges – through minimum supplier discounts.

The benefits:

- **It is FREE!** Any public sector organisation can access the Framework Agreements and services for free
- **Saves you money** – average savings of £70k-£100k are available compared to running a full OJEU process
- **Saves you time** – the average OJEU timetable of 6-9 months is reduced to 8 weeks or less
- **Full EU compliance** – customers have reassurance that they are using a fully OJEU-compliant service
- **No full tenders to assess** – suppliers can be appointed through Further Competitions
- **Pre-agreed Terms and Conditions** provide solid contractual safeguards and reduced professional legal costs, while allowing service-specific amendments to suit particular projects
- **No limit to the value** of projects that can be procured
- **Wide choice with access to an extensive range** of comprehensive solutions and services from Capita and our partners, specific to your organisation's needs
- **Collective buying power** of the whole public sector is used to procure suppliers at the most competitive rate possible – clearly demonstrating best value
- **Competitive pricing** – competitive tender processes and regular benchmarking of the Government Procurement Service's Framework ensures customers have access to the most competitive deals
- **Online tender, order and e-commerce facilities** are available through the Government Procurement Service's website
- **Ease of ordering** – Government Procurement Service's trading website allows you to place orders. To assist with 'Further Competition' requirements, the website also offers step-by-step guides
- **Framework management systems** provide continuous improvement, delivery excellence and best practice
- **Support** – Government Procurement Service's ICT Category team offers customers advice and support when required. You can contact them on 0345 410 2222.

Key features of the process:

- Customers should determine which framework Lot best fits their requirement. Advice can be sought from both Buying Solutions and suppliers - and all 'capable suppliers' on the Lot should be invited to put forward a proposal
- The list of 'capable suppliers' can be refined through an initial Capability Assessment process which can be conducted via the Government Procurement Service's website
- If there is more than one 'capable supplier' then a Further Competition can be conducted to select the best value for money option
- Customers can communicate with suppliers directly, or via the 'e-tender facility', on the Government Procurement Service's website.

To find out more about how to use the Frameworks and Government Procurement Service, please refer to the Government Procurement Service's customer guidance or contact their ICT Category team via 0345 410 2222 for further information.

The Framework Agreements

Capita's software division has been awarded Framework Agreements for Software Application Solutions Lots 1 and 4, and Local Government Software Applications Solutions Lots 1, 2, 3, 5, 7 and 9. Please see below for more detailed information about each of the Lots and what software they cover.

Framework Agreement: Software Application Solutions Lot 1 – Bespoke Applications

Framework Agreement code: RM713/L1

Framework Agreement description

This Lot can offer an entire solution, or any part(s) of it. This Lot provides for:

- solution identification and evaluation
- feasibility testing
- requirements definition
- design, development and configuration
- modification
- data take on
- migration
- integration and security
- application hosting
- testing
- user training
- as well as phased rollout and ongoing support.

Capita offers a range of business and specialist applications within this Lot and can **tailor existing applications** or utilise sub-contractors to fill niche areas to customise a solution specific to your requirement.

Framework Agreement: Software Application Solutions Lot 4 – HR, Finance, Procurement, Transactions Management and ERP Solutions

Framework Agreement code: RM713/L4

Framework Agreement description

This Lot offers HR, Finance, Procurement, Transactions Management and Enterprise Resource Planning (ERP) solutions, which integrate the data and processes of an organisation into a single system.

ERP systems use a unified database to handle the key business functions of:

- manufacturing
- supply chain management
- HR planning
- financial management
- project management.

An ERP solution can be created using specifically written software or utilising existing applications that can be customised to fit your needs. ERP solutions can improve efficiency by consolidating data systems.

Services available under this Lot include:

- solution identification
- design
- development
- implementation
- data take-on
- migration
- integration and security
- application hosting
- user training
- maintenance and support.

Capita provides software solutions for small, medium and large-scale organisations. Where necessary we also have partnering arrangements with other major software vendors to deliver the capability required to fulfil your requirement. For advice on which Framework Lot is most appropriate for an organisation's requirements, please contact Buying Solutions ICT Category team.

The Framework Agreements

Framework Agreement: Local Government Software Application Solutions Lot 1 - Management and Finance – revenues, benefits and finance software application solutions

Framework Agreement Code: RM865/L1

Framework Agreement description

This Lot provides for software application solutions which specifically enable local government bodies to deliver their functions in the field of revenue, benefits and finance, including:

- administration and management of purchasing
- payments and receipt
- process and payment of revenue and benefits.

Example systems that would support these functions include but are not limited to:

- Revenue and Benefits systems
- Cash-receipting
- Domestic and Business Rates systems
- Accounting software
- Invoicing packages
- e-Marketplace solutions
- Cashless payment solutions (including EPOS)
- Transactions journals
- Financial reporting software
- Budgetary software.

Framework Agreement: Local Government Software Application Solutions Lot 2 - Local Government Software Application Solutions - Performance Management, Planning and Decision Making Software Application Solutions

Framework Agreement Code: RM865/L2

Framework Agreement description

This Lot provides for software application solutions which specifically enable local government bodies to deliver functions in the field of performance management (of both individuals and the organisation), planning and decision making.

Example systems that would support these functions include but are not limited to:

- Performance/target tracking and reporting
- Assessments and appraisals
- Training-related software
- Project and programme management
- Risk management
- Asset management
- Fleet management
- Committee paper systems.

Framework Agreement: Local Government Software Application Solutions Lot 3 -Social Care and Education - social care related software application solutions

Framework Agreement Code: RM865/L3

Framework Agreement description

This Lot provides for software application solutions which specifically enable local government bodies to deliver their functions in the field of social care, including:

- administration and management of enquiries
- care teams
- care-related establishments and assets
- tracking, recording and reporting on targets
- cases and trends
- needs assessments.

Example systems that would support these functions include, but are not limited to:

- adults
- children
- combined and integrated social care systems
- home care and domiciliary care systems
- foster care and adoption related software
- social care-related case management
- applicationscomparison software
- scheduling/rostering applications
- training-related software
- asset management applications
- Registrar and Coroner software
- cemeteries management and administration software
- booking systems
- self-care related applications
- anti-social behaviour related applications.

Framework Agreement: Local Government Software Application Solutions Lot 5 - Social Care and Education - libraries, museums and leisure related software application solutions

Framework Agreement Code: RM865/L5

Framework Agreement description

This Lot provides for software application solutions which specifically enable local government bodies to deliver their functions in the field of libraries, museums and leisure, including:

- administration and management of enquiries
- bookings
- admissions
- memberships
- buildings and assets.

Example systems that would support these functions include but are not limited to:

- RFID
- library management systems
- library automation (including web user interface)
- cataloguing systems
- collection management systems
- leisure management systems
- booking systems (including online booking systems)
- allotment administration software
- interactive software
- translation software
- facilities booking systems.

Framework Agreement: Local Government Software Application Solutions Lot 7 - Communities - social housing software application solutions

Framework Agreement Code: RM865/L7

Framework Agreement description

This Lot provides for software application solutions which specifically enable local government bodies to deliver their functions in the field of social housing including:

- administration and management of enquiries
- registers
- tenant lists
- waiting lists
- assets
- housing stock.

Example systems that would support these functions include but are not limited to:

- housing maintenance software
- tenant management software
- housing/estates management systems
- shared-ownership applications
- asset management applications.

Framework Agreement: Local Government Software Application Solutions Lot 9 - Environment and Public Protection - highways and transport software application solutions

Framework Agreement Code: RM865/L9

Framework Agreement description

This Lot provides for software application solutions which specifically enable local government bodies to deliver their functions in the field of highways and transport, including:

- administration
- management and enforcement of road safety
- rights of way, traffic, fares, highway equipment
- works management.

Example systems that would support these functions include but are not limited to:

- route planning software
- geographic information systems
- road maintenance and repair software
- public transport planning software
- fares management applications
- logistics applications
- traffic management solutions
- traffic control solutions
- vehicle tracking systems
- rights of way management software
- penalty notice solutions.

How do I use the Government Procurement Service's Frameworks Agreements?

Here is a step-by-step guide to purchasing through the Government Procurement Service's process:

Decide if a direct appointment can be made

If one supplier can be identified as providing best value for money then a proposal can be requested from and an order placed with that supplier directly without Further Competition.

Capability Assessment to short-list (optional)

You can choose whether to do an initial capability assessment to refine/shorten the list of suppliers that you Invite to Quote (ITQ Short List). The Capability Assessment provides suppliers with the opportunity to deselect themselves from any future ITQ based on their own specific capabilities or resources available.

Capability Assessments can take the form of brief questions to suppliers on a high-level specification. They can include a request for information if you need further details to inform your requirement.

Invitation to Quote (ITQ)

You should provide instructions to the invited supplier(s) about how you wish to receive your quotations.

Appointment

You should notify all suppliers that participated in the ITQ of the results and provide some feedback on their relative performance.

The Government Procurement Service supplies template order forms for each framework on their website and these can be helpful as they highlight additional, alternative clauses and service specific Special Terms that customers may wish to consider.

Contracting

A number of Government Procurement Service's Framework Agreements include a schedule with a standard form of contract known as the 'model contract' – Software Application Solutions is one of these.

Model contracts can be viewed and downloaded by customers from the Government Procurement Service's website (note that you need to be logged in to their website to pick up the model contracts).

Government Procurement Service's reporting

It is the responsibility of the chosen supplier to notify the Government Procurement Service of any new commissions (fees) via monthly management information returns performance.



Contact the Government Procurement Service:

0345 410 2222

info@buyingsolutions.gsi.gov.uk

www.buyingsolutions.gov.uk