



Buying Civica Software and Services using framework agreements

A guide for public sector buyers



Scotland Excel framework

Scotland Excel is the centre of procurement expertise for the local government sector in Scotland. A non-profit, shared service funded by Scotland's 32 local authorities, it develops and manages collaborative contracts on behalf of local authorities and associate members.

Agreements

Using the button below, you'll find an overview of the Scotland Excel framework agreement.

Customer Service Platform framework – Contract number 0415

Scotland Excel framework

Customer Service Platform framework — Contract number 0415



This Scotland Excel framework agreement provides councils with an effective way to purchase a customer service platform. It supports councils in their customer service, digital and wider IT strategies, helping them deliver vital services and improve communication and interaction with customers in their local area.

You can buy Civica services under the following lot.

Lot No.	Lot name	Civica UK

How to buy



Direct award



Further competition

[Visit framework](#)

Benefits of procuring via a framework



Speed and convenience

Frameworks are faster, cheaper and more convenient than other procurement routes



No charge

Buyers don't have to pay to use a framework agreement



Ease of use

Buying from a framework agreement is as easy as picking products and services from an online catalogue



Built-in compliance

Framework agreements comply with UK/EU procurement legislation, so you don't have to run a full EU procurement process



Peace of mind

The suppliers on framework agreements have been vetted; are actively managed; and comply with a range of accreditations, standards and legislation



Favourable Ts&Cs

Frameworks offer pre-agreed standard terms and conditions, so you don't have to negotiate them yourself. You can be confident that the negotiated terms and conditions are fair



Competitive pricing

Suppliers on framework contracts offer competitive, controlled prices which may go down



Contract length

Contract lengths depend on the framework agreements and can run for up to seven years

CIVICA

