CIVICa

Buying Civica Software and Services using CCS Framework

A guide for public sector buyers

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Buying using CCS framework agreements

CCS frameworks

Crown Commercial Service (CCS) frameworks

The CCS, an executive agency sponsored by the Cabinet Office, is responsible for **improving government commercial and procurement activity**. It runs a variety of framework contracts covering software services, consultancy services, and other technology services. When you buy through a CCS framework agreement, you can get guidance and support from CCS commercial professionals.

In general, any public sector body in the UK can buy from CCS frameworks, including:

▶ Local authorities
▶ Schools and academies
▶ Police and emergency services
▶ NHS and HSC bodies

▶ Central government departments and their agencies
▶ Registered charities
▶ Registered social landlords.

Agreements

Using the buttons below, you'll find overviews of the CCS framework agreements through which you can buy Civica software and services. These include the most commonly used agreements.

Corporate Software Solutions - RM1042	**ICT Services for Education** - RM1050	**Frequently used** **Local Authority Software Applications** - RM1059	**Postal Goods & Services Framework** - RM1063	**Traffic Management Technology 2** - RM1089
Frequently used **Technology Services 2** - RM3804	**Data and Application Solutions**	**Frequently used** **G-Cloud**	**Frequently used** **Digital Outcomes and Specialists 2**	

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CCS frameworks buying guide

The two options for buying CCS frameworks are the following.

✓ **Direct award:** If there's a single supplier on the agreement or the option for direct award or call-off, you can place an order directly with the supplier.

✓ **Further competition:** You can run a further competition against an existing agreement using the CCS eSourcing tool (or your organisation's own sourcing tool, if you have one). For some frameworks a further competition is the only way to procure services. When you run a further competition, you must award on the basis of the most economically advantageous tender (MEAT).

...h you can buy Civica software

Corporate Software
Solutions - RM1042

ICT Services for
Education - RM1050

Frequently used
Local Authority Software
Applications - RM1059

Postal Goods & Services
Framework - RM1063

Traffic Management
Technology 2 - RM1089

Frequently used
Technology Services 2
- RM3804

Data and Application
Solutions

Frequently used
G-Cloud

Frequently used
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Crown Commercial Service (CCS) frameworks

Corporate Software Solutions — RM1042 ✕

You can buy Civica software and services under the following lots:

Lot No.	Lot name	Civica UK
4	Customer relationship management (CRM) solutions	Digital360
5	Enterprise content management (ECM) solutions	Documents
6	Data management and reporting systems (DMRS) solutions	Digital360 Documents

ⓘ

Data and Application Solutions (DAS), will replace Corporate Software Solutions — RM1042 in early 2019.

How to buy

◯ Direct award   ✓ Further competition   **Visit framework**

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Crown Commercial Service (CCS) frameworks

ICT Services for Education — RM1050

You can buy Civica services under this framework's single lot:

Lot No.	Lot name	Civica UK
1	ICT services for education	CloudBase

How to buy

○ Direct award   ● Further competition   [Visit framework]

Local Authority Software Applications (LASA) — RM1059 | How to buy ✕

This CCS agreement is designed primarily to enable local authorities and councils to procure the software and related services they need to deliver citizen services and statutory functions.

As well as software, suppliers provide related services, including design, development, installation and commissioning of systems; ongoing support and maintenance; and some related business process services.

You can buy a wide range of Civica software and services from this framework, which can:

▶ Be hosted on your own infrastructure and managed by in-house teams
▶ Be hosted and managed by Civica in our secure cloud
▶ Be hosted and managed by a third party.

ⓘ
Data and Application Solutions (DAS), will replace LASA/RM1059 in early 2019.

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Lots

The framework is split into 11 lots. Each one covers the provision of software and associated services for one or more areas of local authority activity. Civica software and services are available under 10 lots:

Lot No.	Lot name	Civica services
1	Revenues & benefits and national non-domestic rates (NNDR)	OPENRevenues, Fraud Management, OnDemand Digital Mail
2	Payment processing and cash receipting	Remote Processing Service, Financials, ICON Cloud Payments
3	Environmental planning, building control, trading standards and licensing	APP, Community Map Corporate Web GIS, CFRMIS
4	Libraries	Spydus Library Management System
5	Housing and property management	Abritas, Servitor, Keystone, Cx, Mobile System
6	Social care	Paris, CostMaster, QlikView, SLAM
8	Civil enforcement	ANPR, Asset Tracking Software, Civil Enforcement System
9	Open government systems interoperability and integration services	OnDemand Digital Mail, Documents, Legal Case Management
10	Democratic and citizen engagement	MyService, Portal System, Community Map Corporate Web GIS, Desktop GIS
11	Other local authority business systems	Tranman Fleet Management System, APP Licence — Waste Management, System, Documents

You can place orders directly with Civica (or other suppliers) using an online catalogue, available via the Government eMarketplace.

✅ Direct award	✅ Further competition

Use the following weighting criteria.

Criterion number	Criteria ranked in order of importance	Percentage weightings (or rank order of importance where applicable)
1	Price (lifecycle costs, cost effectiveness and price; price and running costs)	40-60%
2	Technical merit; coverage, network capacity and performance as specified in relevant service levels	0-20%
3	Quality (including delivery time, sales service, good value, accessories, service fitness for purpose)	40-60%
4	Help desk, account management function and assurance of supply of a range of devices and good value accessories	0-20%

You can run a further competition (using the CCS eSourcing tool or your own tool) and award on the basis of MEAT. The CCS can provide you with help and support to:

▶ Develop your market proposition

▶ Develop the procurement on your behalf

▶ Undertake a reverse eAuction, if you choose to do so. (A reverse eAuction is where potential suppliers compete with each other by reducing the price of the goods or services. Prices gradually reduce during the eAuction, as suppliers offer improved pricing in order to win the contract.)

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Postal Goods & Services Framework — RM1063

You can buy Civica services under the following lot:

Lot No.	Lot name	Civica UK
7	Offsite digital inbound mail solution	OnDemand Digital Mail

How to buy

✅ Direct award   ✅ Further competition   **Visit framework**

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Crown Commercial Service (CCS) frameworks

Traffic Management Technology 2 — RM1089

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You can buy Civica services under the following lot:

Lot No.	Lot name	Civica UK
15	Catalogue providing items within the scope of lots 1–14	ANPR (Automatic Number Plate Recognition)

How to buy

✓ Direct award   ✓ Further competition   **Visit framework**

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Technology Services 2 — RM3804 ✕

The framework replaces RM1058, the previous Technology Services framework; and integrates RM1032, Enterprise Application Support Services.

RM3084 is designed to help you buy:

▶ Managed IT infrastructure services, including end-user support, data centre infrastructure, networking and application support
▶ The managed approach and managed services involved in delivering programmes and large projects.

This framework doesn't allow for procurement of:

▶ Public cloud services (private cloud services are available)
▶ Individual products.

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Technology Products 3 — RM3733 will replace Technology Products 2 — RM3804 in October 2018.

FREQUENTLY USED

Lots

Lots 1 to 3 are structured around the lifecycle of a service: design, service migration and operational delivery. Lot 4 covers programmes and large projects.

Lot No.	Lot name	Maximum call-off contract length
1	Technology strategy and service design	2 years
2	Transition and transformation	2 years
3	Operational services 3a End user services 3b Operational management 3c Technical management 3d Application and data management	5 years
4	Programmes and large projects 4a Government Official security classification 4b Government Secret and Top Secret classification	7 years

You can buy Civica services under all four lots, covering areas including:

▶ Hardware/desktop as a service
▶ Managed desktop
▶ Network management
▶ Service integration
▶ Service desk
▶ Security (SOC)
▶ Application management
▶ Asset management.

How to buy

○ Direct award   ✓ Further competition   [Visit framework]

Data and Application Solutions

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The Data and Application Solutions (DAS) framework is scheduled to go live on 15 February 2019.

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Technology Products 3 — RM3733 will replace Technology Products 2 — RM3804 in October 2018.

Lots

The framework has 14 Lots, organised into 5 groups as shown below. Details of the buying process will be included when available.

Lot No.	Lot name	Lot No.	Lot name
Group 1	Enterprise Data and Application Solutions	Group 3	Health & Social Care Solutions
Lot 1a	Resource Planning & Management Solutions including Financial & Commercial	Lot 3a	Enterprise Applications for Health
Lot 1b	Workflow & Case Management Solutions	Lot 3b	Health Information Management
Lot 1c	Data Collection, Storage & Management	Lot 3c	Community Health & Social Care
Lot 1d	Data Intelligence & Analytics	Group 4	Police & Emergency Service Specific Solutions
Group 2	Local Government Specific Solutions	Lot 4a	Blue Light Operations
Lot 2a	Business Applications	Lot 4b	Blue Light Data & Information Management
Lot 2b	Environmental & Planning	Group 5	Education Specific Solutions
Lot 2c	Citizen Services	Lot 5a	Learning Applications & Platforms
		Lot 5b	Academic Scheduling & Management Solutions

How to buy

○ Direct award   ⬤   ✓ Further competition

Visit framework

The G-Cloud framework is an agreement between the government and suppliers who provide cloud-based services.

Civica offers 263 services across the three G-Cloud lots. The infrastructure, platform and software services available under lots 1 and 2 are commodity services. You can manage them yourself, or source a managed service provider using the RM3804 framework, Technology Services 2.

Lots

Lot name and description	Civica Software & Services
Cloud hosting Cloud infrastructure and platforms (also known as Infrastructure or Platform as a Service, PaaS or IaaS) to help you deploy, manage and run software; or provision and use processing, storage or network resources.	110 Civica services available, see: https://www.digitalmarketplace.service.gov.uk/g-cloud/search?q=civica&lot=cloud-hosting
Cloud software Software applications that are hosted in the cloud and accessed over the internet (also known as Software as a Service, SaaS).	113 Civica software services available, see: https://www.digitalmarketplace.service.gov.uk/g-cloud/search?q=civica&lot=cloud-software
Cloud support Cloud support services to help you set up and maintain your cloud software or hosting services.	40 Civica services available, see: https://www.digitalmarketplace.service.gov.uk/g-cloud/search?q=civica&lot=cloud-support

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When you buy services through the Digital Marketplace, you must be fair, open and transparent; and award contracts to suppliers who meet your needs.

To buy through G-Cloud you must:

▶ Prepare your requirements
▶ Get approval to buy what you need
▶ Search for services on the Digital Marketplace using keywords
▶ Review services and use the filters to create your shortlist
▶ Compare services to find the lowest cost or the most economically advantageous tender (MEAT)
▶ Choose your service, award and sign the contract
▶ Publish the contract on Contracts Finder
▶ Complete the CCS benefits form

When you award a contract through G-Cloud, you must keep a record of all the buying process stages. You must be able to show a clear audit trail, including searches you've carried out, filters you've used, and how you've compared services.

The latest iteration of the framework is G-Cloud 10. So when you buy from G-Cloud, you must use G-Cloud 10 templates and legal documents.

Note about terms and conditions

G-Cloud includes suppliers' terms and conditions. When you enter into a contract with a supplier, you accept its terms and conditions. However, if there's any conflict between the contract terms and conditions and the G-Cloud terms and conditions, the G-Cloud ones take precedence.)

Contract term

Contract awards on G-Cloud normally last for up to 24 months. You may be able to extend a contract for up to two more years provided that:

▶ Your needs haven't changed
▶ A G-Cloud search shows that no other services are available

For a central government department to extend a contract, the spend controls team must agree, and the supplier must give you an additional exit plan to approve at least 8 months before the contract ends.

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Digital Marketplace: Digital Outcomes and Specialists 2

How to buy

Use this framework to buy outcomes, specialists and user research services for digital projects.

Civica offers all the services available on the framework for designing and developing digital services:

▶ **Digital outcomes**
eg a booking system or accessibility audit. Tell suppliers about the situation or problem and they'll propose a solution that meets your needs.

▶ **Digital specialists**
eg product managers or developers. Ask suppliers to provide a specialist for a specific piece of work. The specialist can't work outside the scope of your written requirements.

▶ **User research studios/labs**
Tell suppliers what facilities you need and when. They'll tell you if they can meet your needs and how much it will cost.

▶ **User research participants**
Tell suppliers about the types of participants you want to test your service with. They'll tell you if they can meet your needs and how much it will cost.

Digital Outcomes and Specialists suppliers provide services; you can't place these suppliers in permanent or interim roles. Specialists are employed or contracted by the supplier, who has responsibility and liability for the work done by its specialists.

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Digital Marketplace: Digital Outcomes and Specialists 2 — How to buy

When you buy services through the Digital Marketplace, you must be fair, open and transparent; and award contracts to suppliers who meet your needs.

Use the following weighting criteria.

To buy digital outcomes, digital specialists or user research participant services:	To hire a user research studio:
▶ Prepare your draft requirements	▶ Prepare your requirements
▶ Get approval to buy what you need	▶ Set evaluation criteria
▶ Publish your requirements on the Digital Marketplace, where they will be publicly available	▶ Get approval to buy what you need
▶ Answer suppliers' questions	▶ Search for user research studios on the Digital Marketplace
▶ Review and score skills and experience to create your shortlist (ask suppliers for evidence if you need to pare down your shortlist)	▶ Create a shortlist
▶ Invite shortlisted suppliers to the assessment stage	▶ Contact the studios on your shortlist
▶ Evaluate proposals and presentations to find the right supplier for your needs	▶ Answer supplier questions.
▶ Award a contract and feed back to unsuccessful suppliers	▶ Evaluate suppliers on:
▶ Publish the contract on Contracts Finder	- Technical competence, based on location, facilities and accessibility
▶ Complete the Digital Outcomes and Specialists benefits form.	- Price
	▶ Find the winning supplier
	▶ Award a contract and feed back to unsuccessful suppliers
	▶ Publish the contract on Contracts Finder
	▶ Complete the Digital Outcomes and Specialists buyer benefits form.

You must be able to show a clear audit trail, including any questions you've asked an evaluation you've made.

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