# Call-Off Schedule 20 (Call-Off Specification)

This Schedule sets out the characteristics of the Deliverables that the Supplier will be required to make to the Buyers under this Call-Off Contract



# Bid Pack

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# Attachment 3 – Statement of Requirements

Contract Reference: CCS Revenue Generation Exploration

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# PURPOSE

## The purpose of this requirement is to provide Crown Commercial Services (CCS) with services related to exploring the market for revenue generating services and solutions. This work will help CCS determine whether or not to introduce its own products and solutions to meet customer requirements in this area, should CCS decide to do so this work will inform which products and solutions are developed and should products and solutions be developed this work will support the launch and mobilization efforts of such solutions.

## The Supplier shall:

### Deliver innovative, best in class services to achieve desired Client outcomes.

### be capable of delivering value for money, as well as providing excellent customer service;

### be willing and capable of working in partnership with other organisations and specialists to deliver the Client requirements;

### Act in an open and transparent manner with CCS in delivering the Services, in particular being open and transparent in relation to the Charges, and the access to and provision of data, information and or reporting in relation to the services.

# BACKGROUND TO THE CONTRACTING AUTHORITY

## CCS is the largest public procurement organisation in the UK. They help organisations across the whole of the public and third sector find the right commercial solutions for around £22 billion of spend each year (approximately 70/30 split between central government (CG) and wider public sector (WPS) organisations). By helping organisations save time and money on the procurement of common goods and services, CCS can help organisations achieve savings and other commercial benefits.

## CCS also helps the public sector to build policy considerations into their procurement - boosting social value, levelling the field for local and regional businesses, and supporting the UK public sector on its journey to carbon net zero.

## As a trading fund of the Cabinet Office (CO), CCS also supports on implementing the UK’s public procurement policy and delivering government’s commercial policy priorities.

## The areas of common goods and services CCS cover spans:

### Technology: digital future, network services, software and cyber security and technology products and services

### Corporate solutions: document management and logistics, financial services, fleet, marketing, communications and research, office and travel

### Buildings: energy, construction and workplace

### People: workforce solutions, professional services, contact centre and business services, and people service

# BACKGROUND OR REQUIREMENT/OVERVIEW OF REQUIREMENT

## The purpose of this requirement is to provide Crown Commercial Services (CCS) with services related to exploring the market for revenue generating services and solutions. This work will help CCS determine whether or not to introduce its own products and solutions to meet customer requirements in this area, should CCS decide to do so this work will inform which products and solutions are developed and should products and solutions be developed this work will support the launch and mobilization efforts of such solutions.

# SCOPE OF REQUIREMENT

## The Suppliers work will broadly cover the area of revenue generation opportunities, these are opportunities, which do, will or have the potential to generate revenue for public sector organisations. The areas of exploration include but is not limited to

## Commercial Out of Home Advertising - Including both internal and external environments

## Vending and automated self-service – including tradition vending units, pop-up/retail automated vending, Photobooth and sustainable reverse vending solutions.

## Brand Licensing and sponsorship – including both IP licensing and sponsorship of fixed and non-fixed assets

## General Concessions – including ATM’s, Currency Machines and Ticketing

## Experiential Advertising – Including sampling, promotions and brand experience

## Car Parking – including the management of car parking estates and parking related assets.

## Over the course of the delivery of this service, additional areas and opportunities may arise that warrant exploration. In such a situation, the Supplier shall explore those opportunities at no further cost to CCS.

# THE REQUIREMENT

## The Supplier will work to the following objectives in the delivery of the project to CCS. These objectives will inform the acceptance criteria any work completed and subsequently any invoices submitted. CCS and the Supplier will take a flexible approach to these objectives, reviewing them regularly and come to agreements on any amendment made. In the event that no agreement is reached concerning an amend these default objectives shall apply

## Objective 1 - Engage and create a steering group with all key stakeholders. This will include chairing a regular forum to explore the key categories required by each stakeholder.

## Objective 2 - Develop a hierarchy of needs for all stakeholders to identify key themes and a commercial prioritisation of the categories detailed above

## Objective 3 - Undertake market engagement using a wealth of knowledge and networks to engage with key decision makers across the supplier base for all categories.

## Objective 4 - Provide an industry wide stakeholder matrix and confirmation of all interested suppliers as well as identifying potential future revenues for internal stakeholders

## Objective 5 - Develop both the concession or management agreement types required for each category and create the correct framework mix dependent on the type of commercial activity

## Objective 6 - Present the contract requirements of both internal and external suppliers needed to create a fit for purpose contract for each framework

## Objective 7 – Support with CCS’s internal and external legal teams to draft terms and conditions for any CCS products (including but not limited to framework agreements and dynamic purchasing solutions)

## Objective 8 - Engage suppliers and support in the tender process of any resulting CCS products (including but not limited to framework agreements and dynamic purchasing solutions).

## Objective 9 – Support in the management of the collaborative tender process across key stakeholders and CCS

## Objective 10 - Support in the mobilisation of any CCS products (including but not limited to framework agreements and dynamic purchasing solutions) and their use by associated government bodies

# KEY MILESTONES AND DELIARABLES

## The Supplier will work to the following deliverables in the delivery of the project to CCS. The deliverables will inform the acceptance criteria any work completed and subsequently any invoices submitted. CCS and the Supplier will take a flexible approach to these deliverables, reviewing them regularly and come to agreements on any amendment made. In the event that no agreement is reached concern an amend these default deliverables shall apply

|  |  |
| --- | --- |
| Deliverable  | Description |
| Cross industry steering group – Chairing and managing all outputs. | A monthly steering group attended by all key internal stakeholders, including the creation and management of all associated reporting, communication matrix and action plans |
| Market Engagement | Initial market engagement across all categories and secondary deep dive based on market insight and findings from the initial engagement sessions. Vitally - meeting with key decision makers at each level. |
| Concession and Management contract terms | Producing a combined set of requirements for internal and external suppliers to be included within contractual frameworks. |
| Contracts | Supporting and producing the final contracts to be included within each Framework and DPS |
| Tender Process | Support the tender process for each Framework/DPS |
| Mobilisation | Support in the cross-industry mobilisation of frameworks for initial users and introducing new government entities to the framework and outlining its keys commercial benefits. |

## The Supplier will work to the following timeline in the delivery of the project to CCS. The timeline will inform the acceptance criteria any work completed and subsequently any invoices submitted. CCS and the Supplier will take a flexible approach to this timeline, reviewing it regularly and coming to agreements on any amendment required. In the event that no agreement is reached concerning an amendment these default timelines shall apply. The timings indicated in this Timeline are subject to a valid purchase order provided to the Supplier in advance of the indicated ‘Start Date’ for that section of work.

|  |  |  |
| --- | --- | --- |
| Description | Start Date | Duration |
| Project Start | Jan 2023 |  |
| Engage and create a steering group | Feb 2023 | 1 month |
| Develop a hierarchy of needs for all stakeholders – present findings | March 2023 | 2 months |
| Phase 1 Complete |
| undertake market engagement | May 2023 | 2 months |
| Provide an industry wide stakeholder matrix | July 203 | 1 month |
| Phase 2 Complete |
| Develop both the concession and management agreement | August 2023 | 2 months |
| Present the contract requirements of both internal and external suppliers | October 2023 | 1 month |
| Creation of Legal documentation  | November 2023 | 2 months |
| Phase 3 Complete |
| Final market engagement prior to tender | December 2023 | 1 month |
| manage the collaborative tender process | May 2024 | 5 months |
| Phase 4 Complete |
| Mobilisation | June 2024 | 3 months |
| Project End  | September 2024 |  |

# MANAGEMENT INFORMATION/REPORTING

## Standard CCS monthly MI (Management Information) reporting will be required under the framework by the successful supplier.

# VOLUMES

## N/A

# CONTINUOUS IMPROVEMENT

## The supplier will be expected to continually improve the way in which the required services are to be delivered throughout the contract duration.

## The supplier should present new ways of working to the Authority during Annual Contract Review meetings.

## Changes to the way in which the services are to be delivered must be brought to the Authority’s attention and agreed prior to any changes being implemented.

# SUSTAINABILITY

## The Supplier will ensure that its commercial proposal is sustainable for the duration of the project.

# QUALITY

## Quality and detail will be in line with the above detailed Section 6 & 7 as well as any other quality requirements under the designated framework agreement.

# PRICE

## An overall project cost will be provided and broken down by phase component.

# STAFF AND CUSTOMER SERVICE

## The Supplier shall provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service.

## The Supplier’s staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract to the required standard.

## The Supplier shall ensure that staff understand the Authority’s vision and objectives and will provide excellent customer service to the Authority throughout the duration of the Contract.

# SERVICE LEVELS AND PERFORMANCE

## The Authority will measure the quality of the Supplier’s delivery by reviewing performance against the agreed scope of works and the below KPI’s. This will be reviewed at the Annual Contract Review meetings.

|  |  |  |  |
| --- | --- | --- | --- |
|  | Service Area | KPI description | Target |
| 1 | MI returns: All MI returns to be returned to CCS by the 7th working day each month | Confirmation of receipt and time of receipt by the Authority (as evidenced within the Authority’s data warehouse (MISO) system) | 100% |
| 2 | The Supplier to work towards continuous improvement and innovation within the contract, seeking ways to improve and streamline methods and the delivery of outputs. | Direction from the Authority at the beginning and during each stage, giving any suggested improvements to ways of working. Suggestions for improvements / innovation to be factored into services not yet delivered. Innovation within service delivery of scope to be considered by the Supplier at each regular interval. | 100% |
| 3 | Services to be provided under the scope of work within this contract to the satisfaction of CCS. | Confirmation by the Authority of the Supplier’s fulfilment of the requirement once all agreed upon deliverables have been provided and accepted | 100% |

## The standard framework exit/early termination provisions will apply to this contract.

# SECURITY AND CONFIDENTIALITY REQUIREMENTS

## Intellectual property in all documents and outputs produced during the provision of contracted services will remain the property of CCS.

## CCS will determine which documents, if any, can be made available for public review.

## All outputs will be provided in an accessible format, all Excel or Sheets files must include the original formulas and formatting.

## Any passwords for password protected documents must be shared and made available to CCS on an ongoing basis during and after the service delivery.

## This Statement of Requirements is commercially sensitive and the Non Disclosure Agreement the appointed Supplier signed upon its inclusion in the framework will apply to the content of this Statement of Requirements, the other tender documentation and the results and the deliverables of the contract. No items may be shared beyond the team of the successful Supplier, unless explicitly requested by CCS. Nor can they be used by the Supplier and/ or their subcontractor for any other purposes other than to fulfil this contract.

## All bidding suppliers are expected to act in an impartial manner at all times. The appointed Supplier should not undertake work for other parties during the contract duration, which may create a conflict of interest, unless they can demonstrate to the Authority’s satisfaction that suitable security walls are in place.

# PAYMENT AND INVOICING

## Payment can only be made following satisfactory delivery of pre-agreed deliverables, at the end of each stage prior to commencing the next stage of delivery. A breakdown of work completed against the scope in section 4 and associated costs should be submitted by the Supplier.

## Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.

## Invoices should be submitted to: REDACTED TEXT under FOIA Section 40, Personal Information.

## CCS standard invoicing terms apply. Payment terms are within 30 days of receipt of a correct and valid invoice.

# CONTRACT MANAGEMENT

## Deliverables should be provided to CCS at the agreed upon time and dates, the details of the specific deliverables to be provided under contract are shown in section 4 of this document.

## The Supplier will also provide regular updates on progress against the contract deliverables.

## Attendance at Contract Review meetings shall be at the Supplier’s own expense.

# LOCATION

## The location of the Services will be carried out remotely at the successful Supplier’s premises.

## Under each requirement there will be a requirement for representatives from the awarded Supplier to present at a CCS Marcomms quarterly team meeting. The content of that presentation may be related to a deliverable under the requirement, or alternatively, an industry trend, issue or piece of analysis the Supplier has recently conducted.