



Crown  
Commercial  
Service

# Enterprise Application Support Services

customer guidance notes RM1032



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# 1 Purpose

- 1.1** Provide guidance on how to access and use the Enterprise Application Support Services framework agreement.
- 1.2** Outline the background of the framework agreement and identify who is eligible to access it.
- 1.3** Actions required to enter into call-off agreements under the framework.

## 2 Background

- 2.1** This framework was established to provide access to direct support and maintenance for Enterprise Application Software. All Suppliers can support customisation and provide support independently of normal product lifecycles (for example provide continued support to legacy systems).
- 2.2** Services include without being limited to: break-fix support; advice on available patches; development, testing and implementation of bug fixes/workarounds/patches/updates; monitoring operation to assure application and information availability and integrity; maintaining and sharing a knowledge-base of known issues and solutions; assistance with upgrading, replacing, or otherwise changing the Enterprise Application Software.
- 2.3** The framework services are provided by the Supplier (including the use of sub-contracting arrangements) without Contracting Bodies being required to hold separate maintenance agreements with the relevant software owner.
- 2.4** The procurement has followed the EU Open Procedure. Those bidders that demonstrated an ability to meet the requirements in each Lot and achieved the minimum pass mark criteria included within the qualification stage were awarded a place on the framework agreement.
- 2.5** This framework provides customers with a route to market for Enterprise Application Support Service, customers do not need to publish their requirements by OJEU or pre-qualify suppliers in order to procure services from them.
- 2.6** Customers can place call-off contracts via a further competition, where a customer runs a competition providing suppliers with the details of their requirement, and each supplier submits a priced solution against this requirement.
- A detailed overview of the scope of the framework agreement can be found in section 4 of this guidance document.
- 2.7** There are 19 suppliers in total ranging from multi-national to SME organisations, providing services through the 4 Lots of the framework (as described in section 3, below).

# 3 Lot structure

**3.1** The framework has been divided into (4) Lots:

**3.1.1 Lot 1** — Oracle E Business Suite Enterprise Application Support

**3.1.2 Lot 2** — SAP Enterprise Application Support Services

**3.1.3 Lot 3** — Other Specified Enterprise Application Support Services

**3.1.4 Lot 4** — Other Non-Specified Enterprise Application Support Services



# 4 Scope

**4.1** EASS is a UK wide framework agreement that is available to any eligible UK public sector organisation as well as charities/ third sector organisations. The framework can be used to procure services both above and below the OJEU threshold.

**4.2** The EASS scope is the provision of support for Enterprise Application Software (inclusive of deployments where the Enterprise Application Software has been customised on a Customer's software estate) at a level as defined by the Contracting Body during further competition and independent of normal product life-cycles as defined by the relevant software owner (for example to provide continued support beyond a product's stated end of life). The support services should be comprehensively delivered by the Supplier (including the use of sub-contracting arrangements) without Customers being required to hold separate maintenance agreements with the relevant software owner.

Support services for the Enterprise Application Software include as a minimum (although are not limited to):

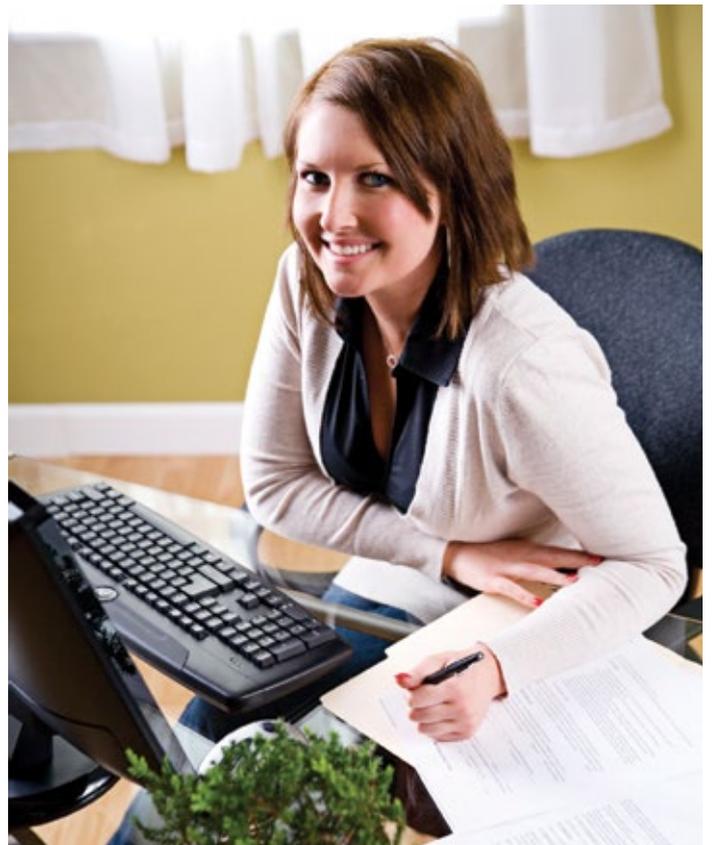
- A.** Transitioning Contracting Bodies from their existing support arrangements to the Enterprise Application Support Services including:
  - i. Identifying any gaps in coverage and appropriately addressing these
  - ii. Readily taking on the support of Contracting Bodies' Enterprise Application Software
  - iii. Dealing with handover of open calls and engaging with Contracting Bodies (live incidents).
- B.** Validating and verifying Contracting Bodies' relevant systems including:
  - i. Interfacing with the Enterprise Application Software
  - ii. understanding the business criticality of the Enterprise Application Software to the Contracting Body
- C.** Integration with services relevant to the Enterprise Application Software provided by any other parties (for example systems integrators or Contracting Bodies' IT support partners)

- D.** Provision of a helpdesk facility (Service Desk) – either shared or dedicated, with user interaction to include via telephone and web browser portal where available – to:
  - i.** Receive, acknowledge, log, and respond to calls from Contracting Bodies reporting problems/incidents and requesting changes to the Services
  - ii.** Track progress towards resolution and escalate within the Supplier’s organisation and the Contracting Body appropriately.
  - iii.** Coordinate support up to 3rd line
- E.** Incident management and restoration of services following an incident
- F.** Identify cause of problems and incidents to prevent recurrence
- G.** Problem and incident analysis and the provision of associated reporting back to the Contracting Body
- H.** Resolution of problems and incidents, to include developing workarounds and fixes
- I.** Assuring all patches/fixes/workarounds/updates/new releases in a test environment
- J.** Release management of new or updated software, including applying patches, fixes, workarounds, updates and new releases
- K.** Proactive identification and resolution of future incidents – via remote monitoring, remote diagnosis and remote resolution (where Contracting Bodies’ security policies and protocols permit the required level of remote system access)
- L.** Advisory services on the implementation of patches, fixes, workarounds, updates and new releases for which the Contracting Body has rights to deploy/is licensed to use by the relevant software owner.
- M.** Development, testing and implementation of all necessary updates to ensure that the Enterprise Application Software captures any and all changes made to the external operating parameters by relevant government mandates (to include changes to the taxation regime applied by HMRC, changes to law by legislators and changes in regulation by regulatory bodies) and complies with these to undertake all processing in accordance with such revisions (or where such bug fixes are available from the relevant software owner, advisory services in the implementation thereof)
- N.** Monitoring of the operation of the Enterprise Application Software in order to assure application and information availability and integrity
- O.** Maintaining and sharing a knowledge base of known issues, errors and solutions in respect of Enterprise Application Software; and
- P.** Assistance with upgrading, replacing, or otherwise changing (including decommissioning) the Enterprise Application Software.

# 5 Benefits

- 5.1** The benefits of using the framework to include:
- 5.2 Reduced timescales** – Customers do not need to run a full OJEU procurement as this has already been undertaken by us. Customers need to identify their requirements, present these to the market and award a contract.
- 5.3** Suppliers will also benefit from this, as they only need to respond to one OJEU request.
- 5.4 Ease of use** – The framework is easy to use, with expert commercial advice available from Crown Commercial Service.
- 5.5 Choice of supplier** – The framework offers excellent choice in suppliers, these are listed in Annex A.
- 5.6 Legality** – The framework is fully compliant with EU regulations, as EU procurement rules introduced in 2006 specifically recognise framework agreements as a legitimate route to market. This reduces procurement risk for Customers, and reduces bureaucracy in the procurement process.

- 5.7 Assured supplier standards** – Providers appointed onto this framework are ‘pre-qualified’ as to their general suitability. This means when buying services Customers are assured that they can meet specified requirements.
- 5.8 Pre-defined terms and conditions** – Terms and conditions of contract have been established and all framework suppliers have signed and accepted this agreement and terms and conditions of call-off, Customers are able to propose special terms provided there is no material amendment.

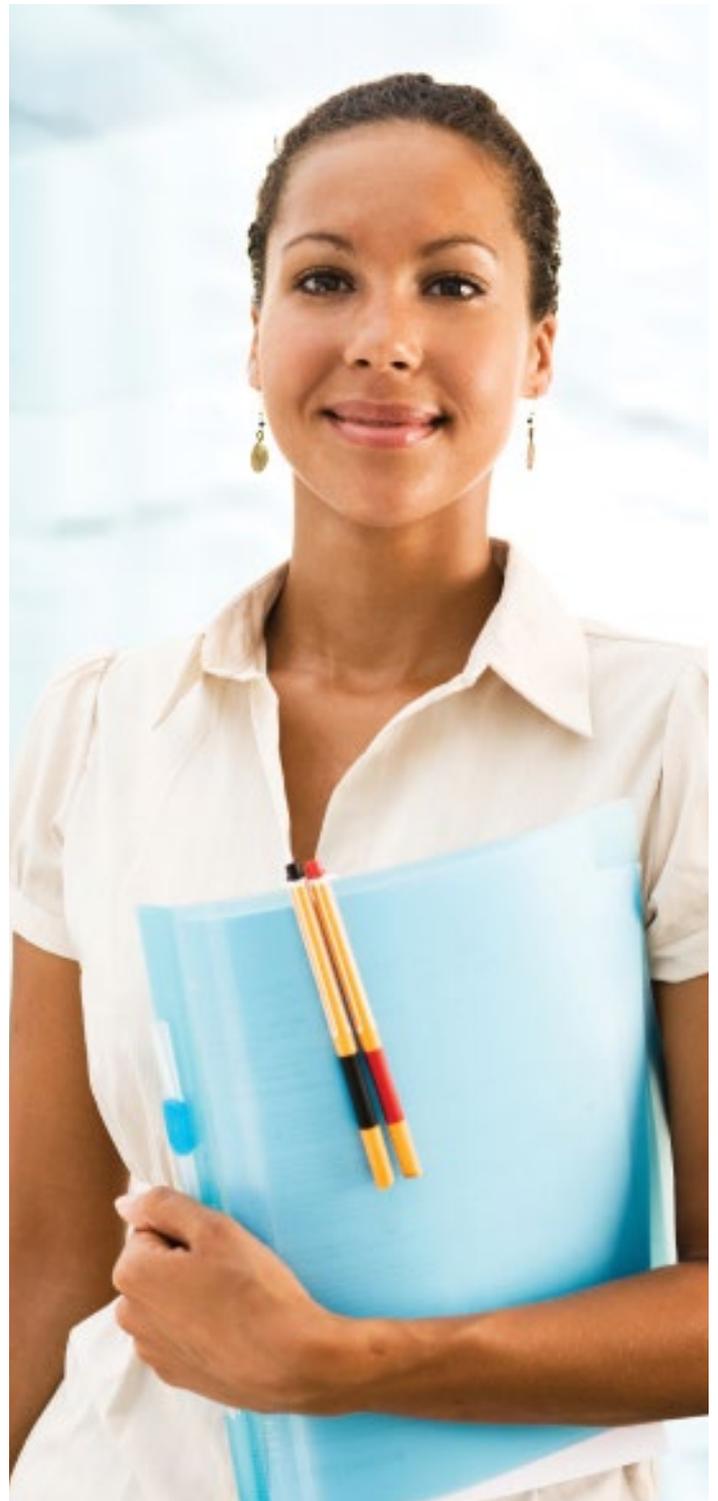


# 6 Who can use the framework

**6.1** This framework agreement can be used by all public sector organisations including:

- Central Government;
- Local Government;
- Health Sector (i.e. NHS, NHS Trusts, PCT's and Strategic Health Authorities);
- Voluntary and Community Sector (i.e. Charities);
- Fire & Rescue Services;
- Police Forces;
- Devolved Administrations; and
- Education Sector.

**6.2** If you are unsure whether you are eligible to use this framework agreement please contact our Help Desk on **0345 410 2222** or [info@crowcommercial.gov.uk](mailto:info@crowcommercial.gov.uk)



## 7 Contract duration

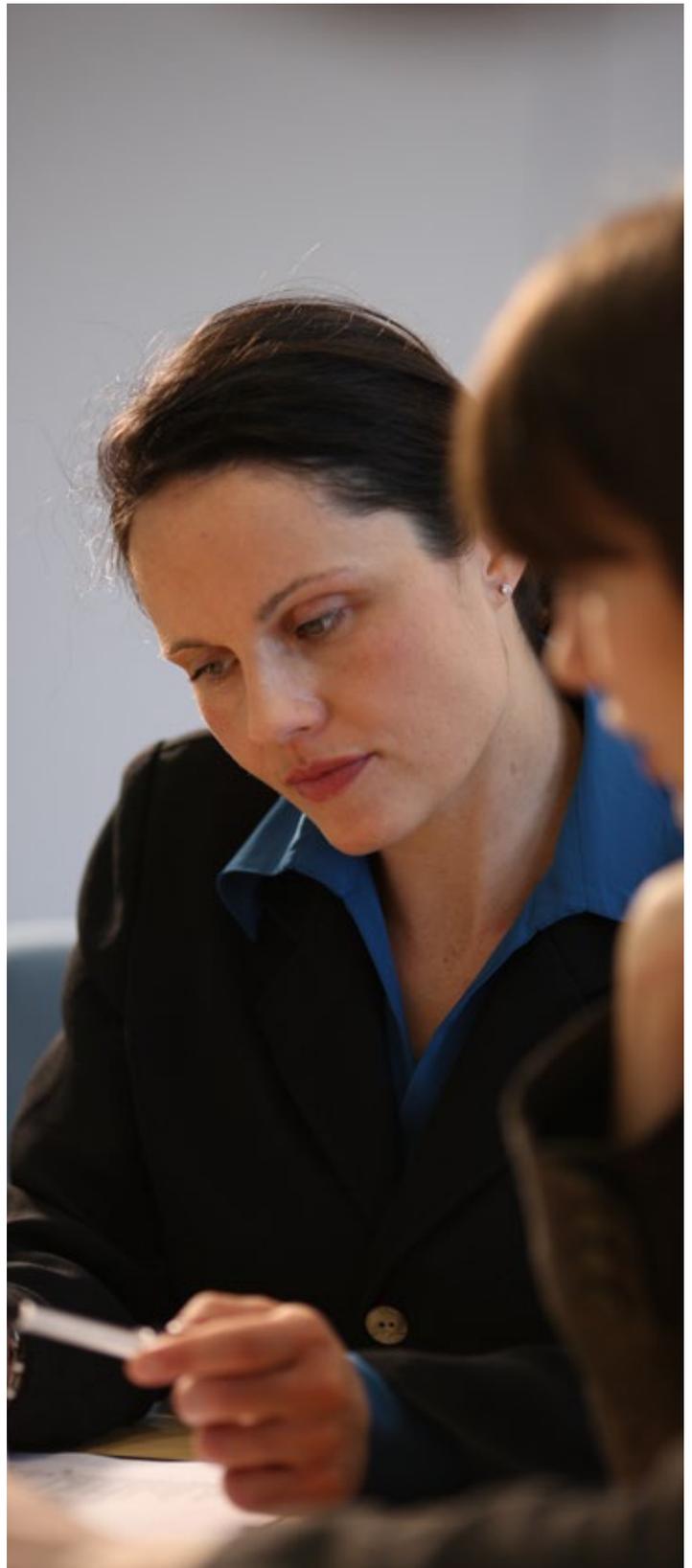
- 7.1** The framework agreement will cover the period from 26 August 2014 to 25 August 2016 with options to extend for an additional two twelve (12) month periods.
- 7.2** Customers can enter into Call-Off Contracts under this Framework Agreement for a period of up to five (5) years inclusive of extensions.

## 8 Framework value

- 8.1** The total spend through the lifetime of this framework as described in the OJEU notice is estimated at £100 million.

# 9 How to use the framework

- 9.1** Customers must conduct further competition's in accordance with the procedure in this guidance.
- 9.2** All Customers must undertake the following steps:
  - 9.2.1** Review the guidance documentation and specification;
  - 9.2.2** Review existing support obligations with current vendors before attempting to move requirements.
  - 9.2.3** Determine their requirement; and
  - 9.2.4** Determine the best route for your procurement, and action this in line with the parameters outlined in the sections below.



# 10 Award criteria

- 10.1** The award criteria and guidance are consistent for all Lots.
- 10.2** On all documentation you will need to include the framework reference of RM1032.
- 10.3** When running a further competition, customers should award on the basis of the most economically advantageous tender (MEAT) and must provide suppliers with information explaining the methodology behind the evaluation, including the criteria and the weightings that will be applied to each assessment.
- 10.4** We suggest that the criteria and weightings listed below are used in assessing Suppliers' tenders.
- 10.5** Customers are able to amend the criteria and weightings to suit their specific needs but should ensure that the combined weightings equate to a total of 100%.
- 10.6** *Examples* of sub criteria within price and quality are also shown and customers may opt to include these when drafting their further competition.
- 10.7** Direct Award can only be used where only one Supplier features on the relevant Lot or only one Supplier within the relevant Lot provides the Enterprise Application Support Services in respect of the Enterprise Application Software which is the subject of the Customer's requirement.

Criteria Reference	Criteria	Suggested Percentage Weightings (or rank order of importance where applicable) - to be set by the Contracting Body conducting the further competition
A	Quality	40-90%
B	Cost effectiveness	0-10%
C	Technical merit	0-20%
D	Technical assistance	5-20%
E	After sales service	0-10%
F	Price	40-90%
G	Aesthetic and functional characteristics	5-10%
H	Environmental characteristics	0-5%

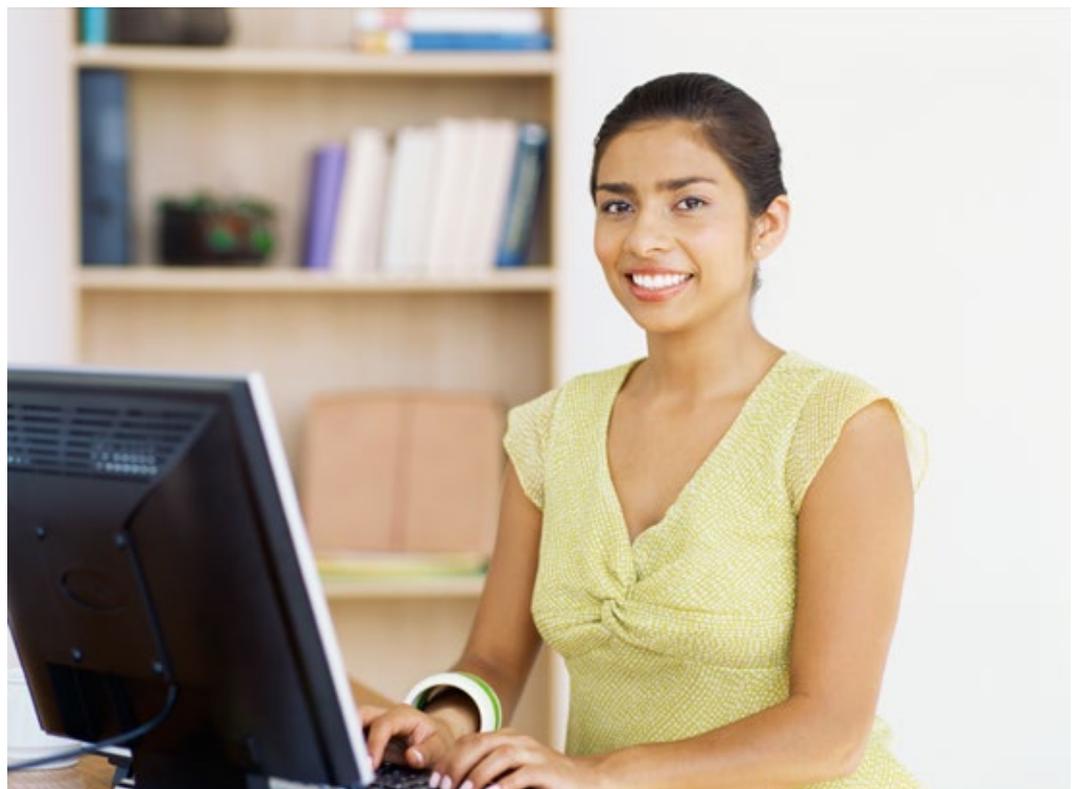
**10.8** There is no mandatory requirement to use all or any of the criteria. However customers must make sure to clearly specify the award criteria applicable to their further competition.

**10.9** The procurement process adopted at tender stage was based upon the Open tendering procedure as detailed in the European Communities Combined Directive (2004/18/EC).

***Developing your market proposition***

**10.10** Customers must provide the suppliers with a minimum set of information that can be used to help propose solutions and price against requirements effectively.

**10.11** If Customers require support in developing their market proposition, this can be procured through the use of managed services provided by Crown Commercial Service or a private sector supplier.



# 11 Finalising the call-off

**11.1** Once a decision to award has been made, it is advised that for further competitions above the OJEU threshold, Customers observe a ten day standstill period. If doing this, customers should send out an intention to award letter to all suppliers that submitted a tender.

**11.2** Once the ten day standstill period is complete, Customers must instruct the supplier. This should be done by completing and sending the letter of appointment and terms and conditions.

# 12 Terms and conditions

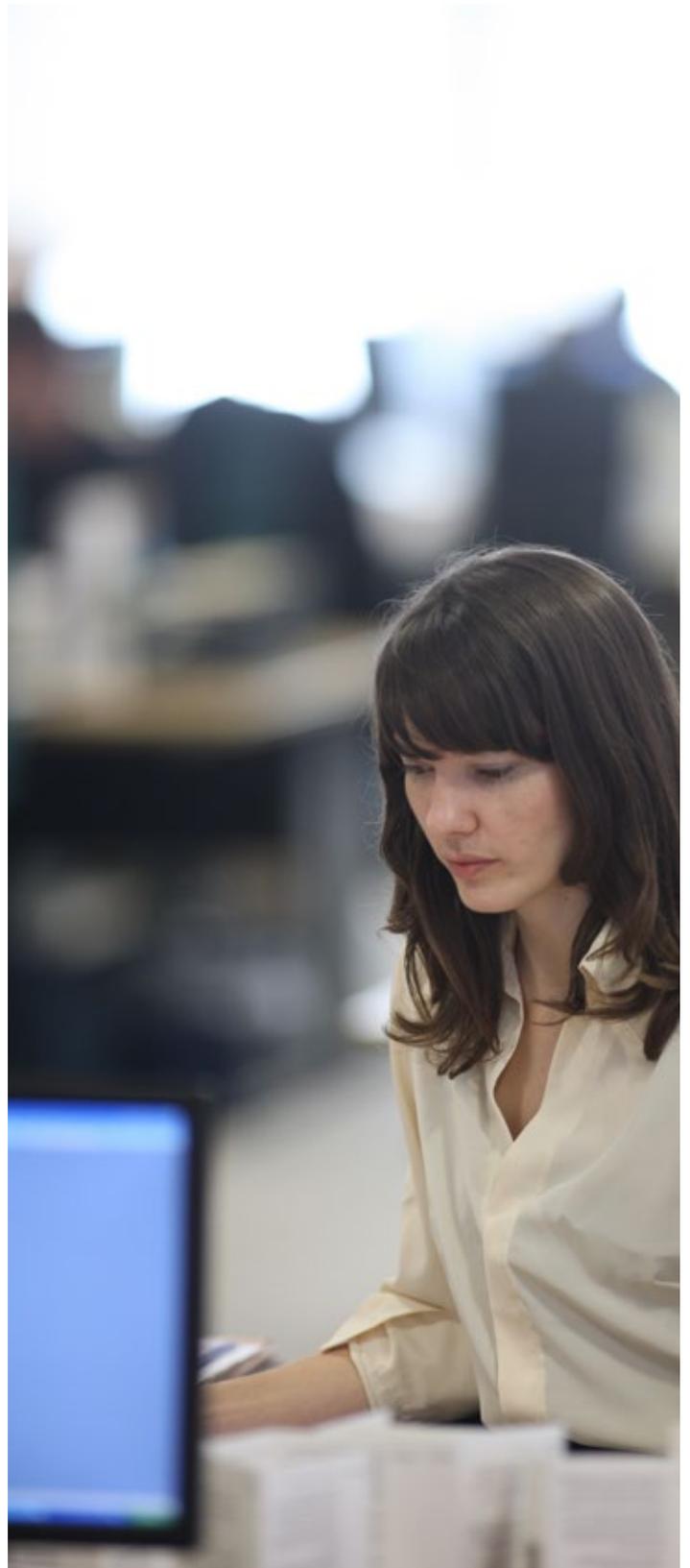
**12.1** The model call-off contract has been designed to meet the specific requirements of Enterprise Application Support services. These terms and conditions can be found on the Crown Commercial Service website, with the model order form, and must be utilised for this framework agreement.

**12.2** Minor amendments to the terms and conditions can be made and proposed as part of a further competition. A variation form is included in the terms and conditions document.

# 13 Key performance indicators (KPI's)

## Framework KPIs

- 13.1** There are a number of KPIs that have been set for this framework agreement. These cover:
- 13.1.1 Spend;
  - 13.1.2 Savings;
  - 13.1.3 Customer satisfaction;
  - 13.1.4 Operational performance;
  - 13.1.5 Timely provision of management information;
  - 13.1.6 Timely payment of invoices.
- 13.2** Customers are able to set any KPIs they feel are necessary at call off. These must be made clear to the suppliers on each Lot during the procurement, and suppliers are able to decline to quote if they wish.
- 13.3** The Customers required Service Levels and Service Credits should be detailed in Schedule 6, Annex 1 to Part A of your call-off contract.



# 14 Key tips when managing a further competition

## Before issuing the further competition documentation

- 14.1** Review the framework specification to establish whether the requirement is covered by this framework agreement.
- 14.2** Develop the statement of requirements that suit individual special terms, e.g. specific to the particular services that will be provided to meet a particular requirement under the framework.
- 14.3** Consider supplier financials and whether you might require a guarantee.
- 14.4** Hold discussions with the suppliers, where appropriate, in order for them to fully understand your requirement.
- 14.5** Specify realistic levels of service and understand your responsibilities throughout.
- 14.6** Vary the weighting of the criteria to suit requirements
- 14.7** Use output-based specifications to encourage innovation.
- 14.8** Involve key individuals and stakeholders as appropriate in the process.

Develop the invitation to tender documentation and provide suppliers with upfront information and criteria explaining how the tenders will be evaluated.

## During the further competition

- 14.9** For Lots 1 and 2 invite all suppliers that feature within the appropriate Lot of the framework.
- 14.10** For Lots 3 and 4 invite all suppliers that support the required product. See Annex B and C for supported products.
- 14.11** Allow sufficient time for a full and professionally prepared response from suppliers, ideally 4 to 6 weeks depending on the level of complexity.
- 14.12** Treat all participating suppliers fairly and equally throughout the entire competition process.
- 14.13** Issue timely clarifications to questions and publish them to all participants.

## Awarding the further competition

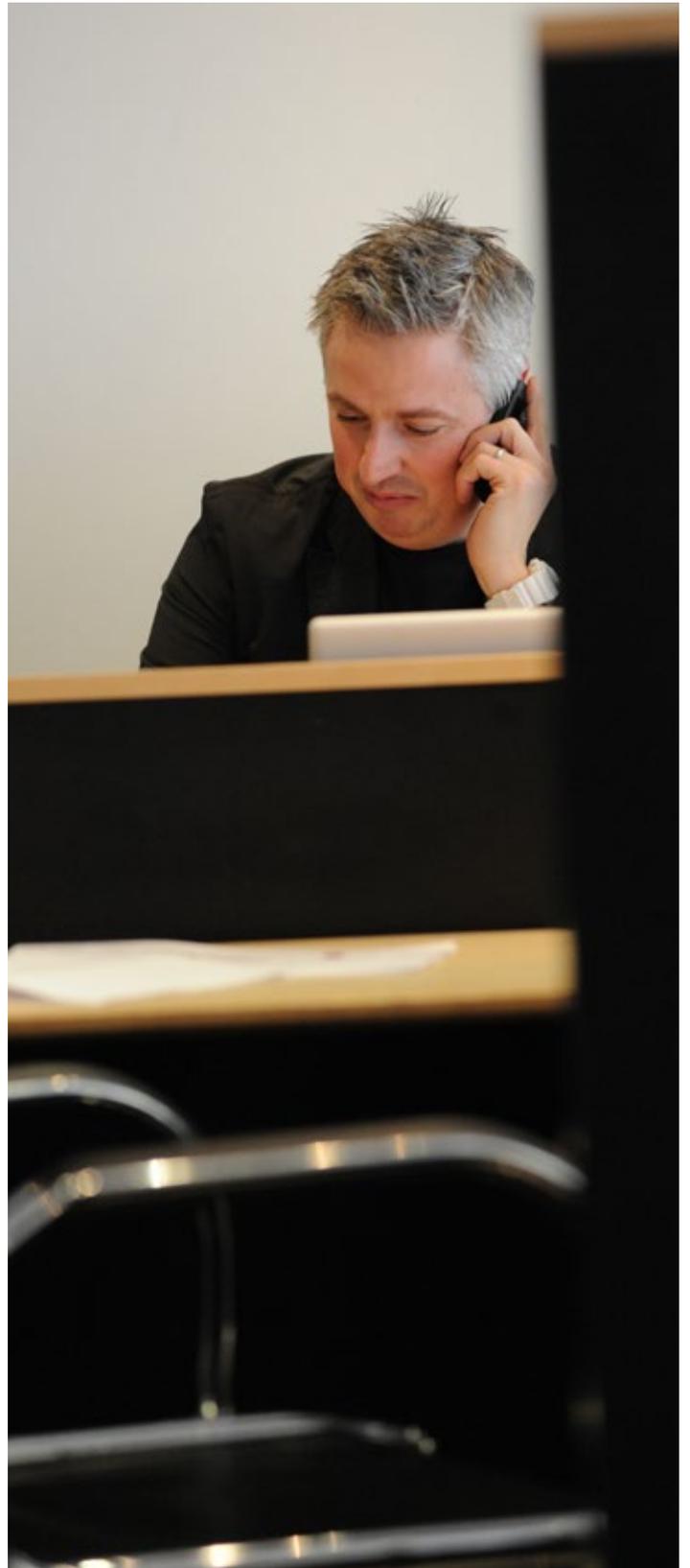
- 14.14** Award to the supplier offering best value for money based on the award criteria and qualitative and commercial scores at further competition.

### Don't:

- 14.15** Over specify levels of service as this may give poor value for money.
- 14.16** Aim the specification at a particular supplier or their product range.
- 14.17** Arbitrarily choose a reduced number of suppliers to receive tenders.
- 14.18** Create specifications that are unfairly restrictive.
- 14.19** Treat any supplier differently from the others.

# 15 Management information

- 15.1** Suppliers on this framework provide monthly management information (MI) to Crown Commercial Service, which is used to calculate both the levels of spend running through the framework agreement, and customer savings.
- 15.2** If you would like information on MI or total spend and savings figures for your organisation in relation to this framework agreement, please email the contact provided in section 17 of this guidance.
- 15.3** Crown Commercial Service may contact you with queries about the MI they have been provided.



# Annex A

## Supplier Matrix

See Annex B & C below for products supported under Lot 3 and Lot 4

Supplier Organisation	Lot1 - Oracle E Business Suite Enterprise Application Support Services	Lot 2 – SAP Enterprise Application Support Services	Lot 3 – Other Specified Enterprise Application Support Services	Lot 4 – Other Non-Specified Enterprise Application Support Services
ACCENTURE (U K) LTD	✓	✓		
ais consulting uk limited				✓
BRAMBLE.CC LTD	✓	✓	✓	✓
CGI IT UK LTD		✓	✓	✓
Cognizant Technology Solutions (UK)	✓		✓	✓
CSC Computer Sciences Limited			✓	✓
DT TECH SOLUTIONS UK				✓
Fivium Limited				✓
HCL Technologies	✓	✓	✓	✓
HITACHI CONSULTING UK LTD	✓			
Infosys Limited	✓	✓	✓	✓
Invenio Business Solutions Ltd		✓		
METHODS CONSULTING LTD	✓			✓
PDG Consulting	✓			
Price Waterhouse Coopers llp	✓			
Rimini Street	✓	✓	✓	✓
Spinnaker Support Limited		✓	✓	
Velocity Technology Solutions UK Ltd	✓		✓	
Wipro Limited			✓	✓
<b>Total</b>	<b>11</b>	<b>8</b>	<b>10</b>	<b>12</b>

# Annex B

## Lot 3 supported products

Supplier Organisation	BRAMBLE.CC LTD	Cognizant Technology Solutions (UK)	CGI IT UK LTD	Rimini Street	HCL Technologies	CSC Computer Sciences Limited	Infosys Limited	Velocity Technology Solutions UK Ltd	Spinnaker Support Limited	Wipro Limited
Fusion	✓	✓			✓					
Hyperion	✓		✓	✓						✓
JD Edwards	✓	✓		✓	✓		✓	✓	✓	
PeopleSoft	✓	✓	✓	✓	✓		✓			
Siebel	✓	✓	✓	✓		✓	✓		✓	
<b>Total</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>1</b>

# Annex C

## Lot 4 supported products

BRAMBLE.CC LTD	Technology Solutions (UK)	Fivium Limited	CGI IT UK LTD	METHOD CONSULTING LTD	Rimini Street	HCL Technologies
Microsoft Dynamics CRM	Cognos	FOXopen Enterprise Application Support	CGI Suitcase Case Management Solution	Agresso	SAP Business Objects	Microsoft Dynamics
Microsoft Dynamics GP	Informatica	Sharepoint Enterprise Application Support	OpenText	Microsoft Dynamics		
Microsoft SharePoint	Microstrategy		Business Objects			
IBM Cognos	SAS		MS Dnyamics CRM			
IBM Domino Lotus	Business Objects		Dynamics AX			
IBM Smart Analytics			Documentum			
SAP BusinessOne			OBIA			
Opensource ERP			Cognos			
Drupal			eCarelogic			
Sage			Tiani Spirit			
Alfresco			CGI ePayfact			
Infor SunSystems						

# Annex C continued

## Lot 4 supported products

CSC Computer Sciences Limited	Infosys Limited	ais consulting uk limited	DT TECH SOLUTIONS UK	Wipro Limited
Microsoft SharePoint	Abinitio	SAP EPM (BPC/ Analytics)	IBM Maximo Enterprise Asset Management	Business Objects
SAP Business Objects (SAP BO)	Tibco		IBM Notes and Domino Family	Cognos
Crown Open Options	Business Objecta			MS Dynamics
EMC Documentum	Data Stage			
IBM Rational Doors (IBM Doors)	Crystal Reports			
Cognos				
Oracle Business Intelligence Enterprise Edition (Oracle BI)				
Informatica Power Center				

# Contact information

## General enquiries

For further information about any of our services please contact:

### Crown Commercial Service

**Donna Close**

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