

**Technology Expense Management (RM3802)**

Customer start date: 17 December 2018

End date: 9 July 2021

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**What is Technology Expense Management (TEM)?**

TEM is a digital service to help with the challenge of managing increasingly complex IT and telecom estates, making them more efficient and reducing costs. TEM combines and analyses billing and usage data with contracts and organisational data to provide an up to date view of a customer’s estate.

TEM helps customers to:

* Identify historic errors;
* Find opportunities for making short, medium and long term benefits;
* Inform technology strategies for buying services that match requirements.

TEM helps to reduce costs, improve planning and drive efficiencies. It provides visibility on the IT and telecom estate to enable improved management and control.

**What services are included under RM3802?**

RM3802 is a single supplier framework offering seven services via direct award:

1. **Primary Service** (**TEM**): regular analysis and reporting of your spend on telecoms and technology services, tariffs and usage. The service will create an accurate inventory of your telecoms and technology estate. Having accurate and up-to-date information at your fingertips will help you to drive efficiencies, leverage savings and develop better buying strategies. The service is provided via a secure digital platform accessed through an online portal.

*Customers using Service 1, can also access the following services from the TEM portal:*

1. **Contact Services**: a professional service to assist with verifying, correcting customer records and supporting the achievement of savings. This service covers the staffing and calling/SMS costs involved in identifying and verifying the owner of an asset – most commonly a mobile phone. End users will be contacted via email, SMS and/or telephone to confirm the status of their mobile device(s). Inaccuracies will be corrected within the inventory to improve quality of the data, identify surplus devices and align device ownership to mobile policies and employees.
2. **Personal Cost Management**: a service which emails users and identifies personal and business usage and supports the implementation of a mobile policy. Optionally, these personal usage costs can be re-charged to users via payroll.
3. **Tactical Provisioning/Ordering**: a service to facilitate the placing and completion of orders for services or equipment from existing contracts and create an accurate recording of devices on an inventory and online portal*.*

Stand-alone services

1. **Historical Billing Audit**: a service to review historic telecoms and other technology billing data to identify any non-compliance with the contractual terms and usage.
2. **Physical Audit**: a service to help with the construction and checking/updating of inventories.
3. **Snapshot**: a high level one-off audit of billing data to identify opportunities to avoid costs

**What are the benefits of using TEM?**

There are many and works on the principle of “*you cannot control what you don’t measure*.” TEM is a tried and tested service using a digital tool and has been shown to deliver telecom and IT savings of circa 20% of annual spend in the first year of use.

In addition to savings, TEM benefits include:

* Increased visibility and control via reporting chargeback and dashboards
* Transparent asset management and inventory tracking
* Invoice processing efficiencies
* Freeing up human resources from administrative tasks
* Providing intelligent data to plan for future procurements.

**How much can I expect to save with TEM?**

TEM has saved companies in the region of 20% of their telecom and technology annual spend in the first year. It can provide evidence of waste and mismanagement of increasingly complex and disparate telecom and technology estates. TEM helps to unearth opportunities to avoid costs associated with regular overcharging by carriers. For example, it will identify waste where mobiles are being paid for but not used; track assets which is especially important when employees leave an organisation; Historical Billing Audit (Service 5) can unearth past errors in billing data where savings and/or rebates can be achieved.

**How does the pricing on the framework work?**

Prices are dependent on the service being taken as each service has its own prices. The prices agreed are the maximum rates and no further competition is needed.

For more information please go to the Catalogue of Services document on the eSourcing portal. Otherwise please contact the CCS team on info@crowncommercial.gov.uk.

**Can I direct award, if so how do I do this?**

Yes, this is a single supplier framework with one set of prices available by direct award. Please follow the Customer Guidance document available on the RM3802 webpage.

**I am struggling to find the prices on the eSourcing portal**

For any problem with the eSourcing portal, please contact eenablement@crowncommercial.gov.uk.

**What documents do I need and where are they if I decide to use this framework?**

You need the Terms and Conditions, the Customer Guidance notes and the Call Off template from the framework TEM RM3802 webpage.

**Where can I find out more about the framework?**

There are various sources of information about the new framework.

* Framework specification and Customer Guidance notes on CCS agreements webpage
* CCS Twitter page: <https://twitter.com/gov_procurement>
* CCS LinkedIn page: <https://www.linkedin.com/company/government-procurement-service/>

Our social media pages will advertise upcoming webinars to explain the services in more detail.

**Is there a minimum length for the Call Off contract?**

For service 1 and 3 it is expected that a customer would call-off from the framework for a minimum of 12 months to gain full benefit from the service. The other services may require shorter timescales according to the complexity of your estate and the work involved. The supplier will discuss your requirements and agree the timescale before you enter into a call-off contract. *Please note, services 2, 3 and 4 are available to you only if you buy service 1***.**

**Is there a maximum length for the Call Off contract?**

For services 1, 2, 3 and 4 your contract will end when framework agreement ends, as this is when the portal is no longer available. The term of the framework agreement if 36 months, but CCS has the option to extend for a further 12 months and will publicise any decision to extend well in advance.

Services 5, 6 and 7 can run beyond the framework term. The other services do not rely on the portal and contracts can run beyond the framework term.

**How long will the framework run for?**

36 months with the option to extend for up to a further 12 months.

**How will I be supported?**

The supplier will provide advice, training and support before you contract, during the setup phase and once you start receiving the services. Once all the invoice data has been processed, users will be given access plus webinar training will take place for specific roles within your organisation. Further online training is available and there is help and support functionality held within the TEM tool. There will be a service desk available from 8am to 6pm Monday to Friday excluding bank holidays (England and Wales). An Out-Of-Hours Service is provided too. The supplier is available on rm3802@calero.com. The CCS commercial agreement team are available to help and can be reached by emailing info@crowncommercial.gov.uk, or you can speak to our Customer Service Centre on 0345 410 2222.

**How do I access the TEM service 1, i.e. the TEM online portal?**

The supplier will discuss your requirements with you in detail and support you with establishing the call off contract. You will then go through a structured onboarding plan. The supplier will work on your behalf with your carrier(s) to obtain invoice data. Once this is loaded into the TEM software, a billing inventory will be created as part of the data load. At this point you will get access to the system to see a clear picture of the telecoms estate you own.

The time needed for implementation will depend on the complexity of the project, the number of services chosen and the number of required workflows. It will also depend on the availability of the information needed and if you as a customer have appointed a TEM champion. We envisage a lead time of a minimum of approximately three months.

Additional information is available in the Customer Guidance notes on the TEM RM3802 webpage.

**Who do I talk to if I’m having problems?**

If you are having problems with the operations of the service, please contact the supplier service desk at rm3802@calero.com. If your problem is not resolved, please contact the CCS team for advice at info@crowncommercial.gov.uk or on 0345 410 2222.

**Does the supplier charge a management levy for using the framework?**

No, there is no management levy.

**How does this TEM framework differ from the previous TEM service?**

The CCS operated TEM management service for customers ended on 31 March 2018. This service illustrated the commercial benefits customers can achieve from TEM. We have replaced the managed service with this framework which enables customers to contract direct with our TEM supplier.

**What is the difference between the SARS (spend analysis and recovery services) and TEM (technology expense management) frameworks?**

SARS is a historic audit and analysis of customer invoices and payments to identify overcharges and incorrect payments which can then be recovered. SARS covers historical data only and covers more than technology and telecom costs. TEM is an ongoing digital service to help with the challenge of managing IT and telecom estates. It provides accurate information to help leverage both future and historical savings plus reduce future costs through better buying decisions.

**Will the TEM service involve sharing personal data?**

Yes, the TEM service involves bringing together billing, contractual and HR data on a database. CCS has thoroughly tested the supplier’s IT system and security of personal data during the framework tender process. The supplier is accredited to Cyber Essentials Plus and CCS will work with the supplier throughout the framework term to ensure these standards are maintained. We recommend that you speak to your Data Protection Officer as part of making arrangements to use the service. The CCS Commercial Agreement team can also advise you on the GDPR aspects.

**What category does framework TEM RM3802 agreement belong to?**

The framework sits under the CCS Technology Pillar.