

EVERYTHING ICT (formerly Think IT) SUPPLIER MANAGEMENT PROCESS

One of the great strengths of the Everything ICT Framework lies in its ability to act as a Dynamic Purchasing system, enabling us to add new suppliers throughout the lifetime of the contract. After the annual BETT show especially, we are usually inundated with companies wanting to join the framework but we also 'horizon scan' to ensure we are keeping abreast of new developments in the sector. We review each potential new supplier on its merits, focusing on what they could bring to the framework that is new or innovative and only accepting those that pass our rigorous good practice supplier evaluation process (see below). We also use our media and PR contacts to keep abreast of new developments in the sector.

As part of our winning tender bid we committed to constantly review our supplier network for capability, capacity, coverage, innovation and value for money and to invite new suppliers to join the framework at any time where:

- The level of current or projected customer demand in a specific category is such that, in our view, our existing supply base in that area is or will be unable to meet it;
- We require additional suppliers in a given category to ensure customer choice and contestability, so that we can always be assured of providing best value for money to our customers;
- We require suppliers who have existing expertise in one or more specific market sectors (eg health, transport, blue light services) for which we do not currently have sufficient coverage;
- We require more suppliers to cover a specific or new geographic area (this is particularly pertinent for support/helpdesk-type organisations who, by their very nature, often need to be based locally to the customer); or
- E2BN, Everything ICT, or a Everything ICT client identifies an organisation that can provide a new or more innovative product or service relevant to one of the existing Framework categories.

The Framework contract itself does not mandate Everything ICT to follow any specific process to add new suppliers. And given that all customer contracts are always with E2BN/Everything ICT under the framework call off arrangements it is entirely our own concern who we do and do not choose to appoint as suppliers. Nevertheless we have elected to adopt a fair and rigorous process for supplier selection and on-boarding which incorporates elements of best practice public procurement policy and which is based on a similar process we produced for another DfE framework that was reviewed and approved by the DfE. It includes the following steps:

- Sourcing and Application
- Evaluation and Selection
- Ongoing Support, Contract Management and Removal (where required).

Sourcing and Application

Prospective applicants are first asked to provide their basic company information so that confirmation of their legal trading entity status can be checked.

They are then sent an application pack to complete. This pack is in four main sections:

1. Application form
2. Case study template
3. GDPR Processing statement
4. Framework contractual documentation

In addition to standard basic company and contact information, the application form includes a supplier declaration based on those found in public sector PQQ and ITT documentation and this covers checks against all current elements of central government mandatory and discretionary exclusion criteria from the award of public contracts. The form also includes requirements for the supplier to provide the names of three referees; provide (or commit to providing) professional indemnity (and/or product liability) insurance to a standard level of £2m per claim; and confirm their GDPR compliance status. The form also invites suppliers to demonstrate their capability against three specific evaluation criteria:

- Innovation
- Value for Money
- Customer Service

The case study templates enable the applicant to further exemplify their innovation and value for money credentials.

The applicant completes a GDPR Processing Statement to demonstrate their and their products'/services' compliance and which can be used to evidence this to potential customers on request.

The applicant is sent a copy of the current framework contract and schedules, since an important part of the requirement of being adopted onto the framework is that suppliers must comply with the terms and conditions of the framework itself and are expected to warrant that they will do so as part of the declaration that forms part of the application form.

Evaluation and Selection

Application documentation is first checked for completeness and accuracy. Where information or relevant proofs have been omitted, or we believe the applicant has made a simple error in completing the forms we will always give the applicant the ability to provide it/correct the problem rather than rejecting them outright.

Validated applications are then independently reviewed by three assessors: two Everything ICT Directors and the CEO of E2BN (the owner of the Framework

Contract). We felt it important to include E2BN as an evaluator to ensure there was at least one 'public sector' voice in the process as this helps demonstrate fairness and rigour and reduces the risk of challenge.

All referees submitted by the applicant are contacted and are asked to score the applicant on a scale of 1-10 on their customer service.

Each assessor scores the application using a 1-10 ranking against three criteria:

- Value for money (40% of the evaluation marks)
- Innovation (20% of the evaluation marks)
- Customer service (40% of the evaluation marks)

All criteria are scored by the three assessors. The customer service score is also informed by the scores given by the three referees that each applicant is asked to provide. To ensure the evaluation process is as rapid as possible we may choose to make a provisional decision without having received references. However if a subsequent customer service score of 5 (out of 10) or below is received from any referee we reserve the right to remove a supplier from the Framework without notice.

Each score is averaged across the three evaluators to arrive at a single score for each category. Where scoring in any category is wildly different between the three evaluators we may opt to convene a moderation meeting to discuss and agree scoring. The three averaged scores are then weighted and summed to arrive at a single overall score.

To be accepted onto the Framework an applicant must score:

- A minimum of 60% of the available score in each of the three evaluation criteria; and
- A minimum of 70% of the total available score when weighted and summed across all three criteria.

Successful suppliers are notified in writing of the decision. Occasionally a provisional acceptance letter is issued (for example in situations where the supplier does not yet have sufficient levels of insurance) but full acceptance is not confirmed until all necessary conditions have been met. Unsuccessful suppliers are notified and given their scores in each category and a summary of the notes provide by the three evaluators.

Ongoing Support, Contract Management and Removal

Once on board, Everything ICT constantly monitors suppliers to ensure their products and services are relevant to the customer and are the best of breed available. We also monitor the performance and quality of service enjoyed by the framework users on each individual contract on which a supplier is engaged. We have occasionally had to remove suppliers from the framework when their service fell below the high standard expected or where they have fundamentally breached

the framework terms and conditions. Finally, we constantly monitor pricing to make sure end users are always getting the best value for money we can offer.

For all framework enquiries, please contact:

Oliver Pearson – oliver.pearson@everythingict.org - 07453280206