



Crown
Commercial
Service

Buyer Needs

RM6126 – Research & Insights

Dynamic Purchasing System Agreement



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1. Introduction

1.1 Customer Needs Statement

Crown Commercial Service (CCS) is seeking to establish a Dynamic Purchasing System (DPS) for the provision of Research & Insight Services for all UK central government departments, wider public sector organisations and charities as listed in the Contract Notice for RM6126 – Research & Insights DPS.

This RM6126 Research & Insights DPS agreement will be managed by CCS and any contract(s) awarded under this DPS agreement will be managed by individual Customers.

The intended initial period of the RM6126 DPS agreement is for four (4) years (48 months) CCS may extend the period of validity of the DPS for a further two (2) yearly periods on a rolling basis. Any extension will be put in place giving the Supplier sufficient notice.

In the event that the RM6126 DPS agreement is terminated, CCS shall give the Supplier sufficient notice. CCS acknowledges that the RM6126 DPS agreement will not be terminated within the initial first six (6) months from the commencement date.

1.2 The Opportunity

The RM6126 Research & Insights DPS agreement will provide central government and wider public sector departments with the opportunity to procure an extensive range of Research and Insight services via a comprehensive number of suppliers.

Upon application to join the DPS agreement, bidders are required to indicate which categories and services they are able to bid for. It is therefore essential that bidders select the exact elements relevant to their service offering in order to be invited to the relevant competitions.

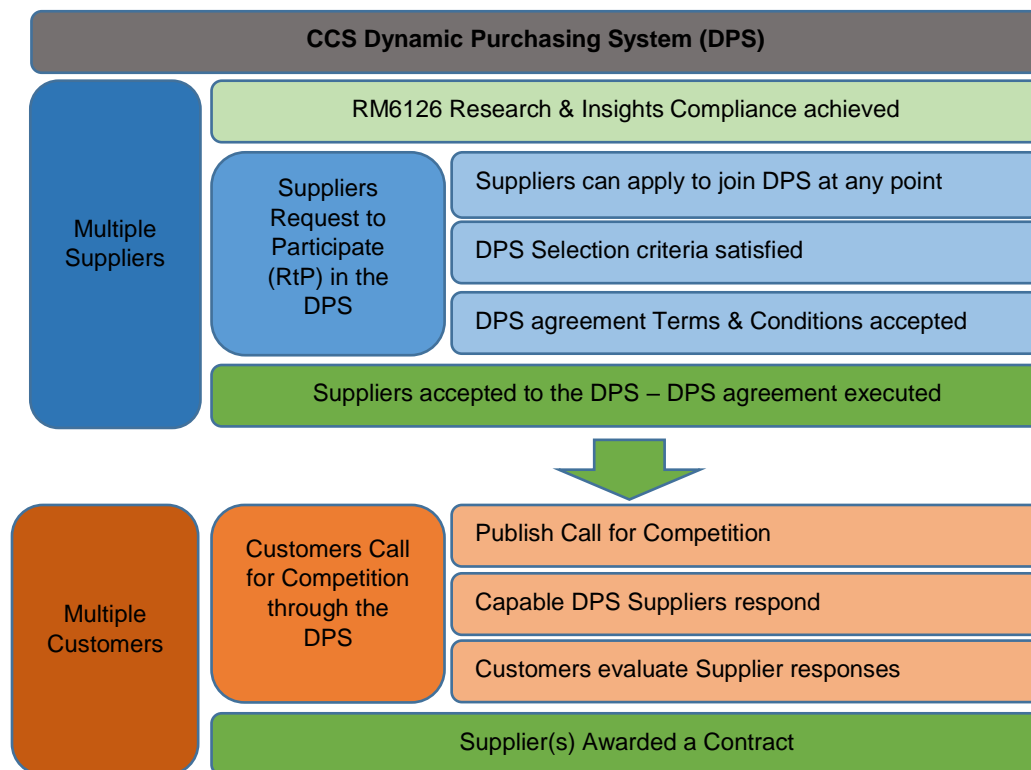
Customers will use the service filters as detailed in Annex A Service Filter Matrix (Attachment 2 in the bid pack) of this Buyer Needs document and Section 2 (Services Offered), Part A (Specification) of the RM6126 Research & Insights DPS agreement, to short list appointed suppliers offering their service requirements and invite to competition.

Customers may enter into a contract with you for a period of their determining, which may exceed the duration of the RM6126 Research & Insights DPS agreement, should this agreement be terminated at any point in time. The flexibility of the contracting period allows the customer to determine appropriate contracting timelines required in order that the supplier can meet the needs of the customer for large and complex projects.

What is a Dynamic Purchasing System (DPS)?

A DPS is a public sector sourcing tool for common goods and services under regulation 34 (Dynamic Purchasing Systems) of the [PCR 2015](#). Bidders can apply to join at any

point and don't require any special IT equipment as a DPS eliminates unnecessary activity for the bidder, up front:



How will the services within the DPS for RM6126 Research & Insights be organised?

The RM6126 Research & Insights agreement will be organised into distinct categories so:

- Bidders can indicate all elements relevant to their service offering, and
- Customers can filter the elements to produce a shortlist of appointed suppliers to invite to a competition.

The four (4) distinct categories comprise of:

- Subject area
- Research methods
- Target participants
- Research location

Full details of the four (4) distinct categories and the sub-categories can be found at Annex A of this Buyer Needs document and in Section 2 (Services Offered), Part A (Specification) of the RM6126 Research & Insights DPS agreement, as Attachment 2 in the bid pack.

Who are the Customers of the RM6126 Research & Insights DPS agreement?

The RM6126 Research & Insights DPS agreement will be available to all central government and wider public sector customers as listed in the FTS notice, including but not limited to the following:

Central Government:

- Environment
- Defence
- Other Central Government

Wider Public Sector:

- Education
- Fire and Rescue
- Health
- Local Government
- Not for Profit (Charitable)
- Police
- Housing Association

Other Wider Public Sector

The RM6126 Research & Insights DPS agreement is expected to see growth from both customers who use the current public sector RM6018 - Research Marketplace agreement and also new customers who choose to purchase RM6126 Research & Insights services via this DPS route.

What are the benefits of the RM6126 Research & Insights DPS agreement?

- simpler, quicker process – accessible for both SMEs and other suppliers seeking opportunities to provide services to the public sector
- automated, electronic process – streamlined electronic process
- flexible - new bidders can apply to join at any point
- choice - increased scope/scale of service offerings and access to public sector business
- filtering of supplier offering - ensures suppliers receive notifications of competitions that are relevant to their service offering
- dynamic – Customers can create bespoke specifications, competitions and contracts
- supports localism and social value - enabling appointed suppliers to bid for business either locally, regionally or nationally
- savings – drives savings through the ‘Call for Competition’ procedure
- efficiencies – reduces Customers costs and process cycle time

What is the estimated value of the RM6126 Research & Insights DPS agreement?

The estimated value is £45m (excluding VAT) in the first year, growing to £50m (excluding VAT) in year two, £52m (excluding VAT) in year three and £55m (excluding VAT) in year four in line with targeted growth strategies. This will comprise multiple contracts with multiple suppliers, however there is no guarantee of work or spend under this RM6126 Research & Insights DPS agreement.

1.3 The current situation

This RM6126 Research & Insights DPS agreement is a new offering from CCS. However there have been multiple public sector framework agreements for market, social and economic services which have now expired or are due to expire shortly. CCS therefore consulted key stakeholders during the development process of the RM6126 Research & Insights DPS agreement to ensure continuity.

2. Specification (Schedule 2 Part A Goods and/or Services)

2.1 Our priorities

Crown Commercial Service (CCS) key priorities are to support visibility of Research & Insights products and services whole life costs and to influence efficiencies through:

- offering valued solutions to meet customers individual requirements
- build and increase capacity of high quality products and services
- provide greater opportunity for aggregation
- develop a dynamic commercial model for access to products and services

2.2 Scope

The Supplier shall provide products and services as detailed in the Services Filter Matrix of DPS Schedule 2 (Key Performance Indicators and Services) of RM6126 Research & Insights DPS agreement.

The core requirement of RM6126 Research & Insights DPS shall include but not be limited to:

Filters of four (4) distinct categories:

- Subject area
- Research methods
- Target participants
- Research location

3. Mandatory Service Requirements

This section provides details of the mandatory requirements that all Suppliers shall be expected to fulfil to deliver the RM6126 Research & Insights DPS agreement.

Research Services

3.1. The Supplier shall offer either one or a combination of services from each of the four (4) distinct service categories as detailed in 3.1.1, 3.1.2, 3.1.3 and 3.1.4 below and as specified in Annex A Service Filter Matrix (also found at Attachment 2 of the RM6126 - bid pack), which further includes extensive sub-divided filters in addition to below:

3.1.1. Subject area:

- Agriculture, Fishing and Food
- Business, Finance and the Economy
- Crime and Justice

- Culture, Media and Sport
- Education, Training and Employment
- Environment and Infrastructure
- Government and International
- Health, Public Services and Society
- Science, Technology, Engineering and Manufacturing

3.1.2. Research methods:

- Analysis and Modelling
- Data Collection Method (general)
- Data Collection Method (quantitative specific)
- Data Collection Method (qualitative specific)
- Evaluation and Evidence Synthesis
- Experiments and Trials
- Physical Sampling / Surveys
- Research Specialisms
- Sample Design / Source

3.1.3. Target participants:

- Business and the Economy
- Education, Training and Employment
- Place of Residence / Tenure
- Professionals
- Socio-economic
- Specialist Groups
- Transport Users

3.1.4. Research location:

- UK
- British Overseas Territories
- Crown Dependencies
- Commonwealth
- EU
- International

Security

3.2. The Supplier shall be required to have their own security operating procedures that shall be made available to the CCS and/or Customers to provide assurance of data security.

3.3. The Supplier shall ensure that Customers' information and data (electronic and physical) shall be collected, held and maintained in a secure and confidential manner and in accordance with the Terms of the RM6126 Research & Insights DPS agreement for any individual contracts awarded.

3.4. The Supplier shall ensure that all Supplier Personnel involved in the performance of any individual contracts awarded under this RM6126 Research & Insights DPS agreement shall comply with all customer data security and confidentiality requirements.

3.5. The Supplier shall ensure appropriate security standards, controls and measures in place such as access to customer premises.

3.6. The Supplier shall provide secure premises for all individual contracts awarded under the RM6126 Research & Insights DPS agreement which meet Customer individual security protocols.

3.7. The Supplier shall ensure that any suspected or actual security breaches are reported to the Customers' representative immediately.

3.8. The Supplier shall provide details of their personnel security procedures and upon request by Customers, details of all personnel that they intend to use in the delivery of the Services.

3.9. The Supplier shall ensure that Customers' information and data is secured in a manner that complies with the Government Security Classification Policy rating. The Supplier shall ensure that the Government Security Classification Policy rating is also applied when information and data is transmitted across all applicable networks and/or in line with the Customers' requirements.

3.10. For further information, the Government Security Classification 2014 may be accessed here:

<https://www.gov.uk/government/publications/government-security-classifications> Vetting

3.11. The Supplier shall, where applicable provide details of its Supplier Personnel security procedures to customers and contact details of all Supplier Personnel who will be involved in the delivery of the Services, when requested by customers.

DPS Management

3.12. The Supplier shall comply with the Performance Indicators as set out in clause 4 of DPS Schedule 4 (DPS Management) of RM6126 Research & Insights DPS agreement throughout the duration of the RM6126 Research & Insights DPS agreement.

Social Value

3.13. The Supplier shall complete annual Corporate Social Responsibility (CSR) assessments upon request from Customers.

3.14. The Supplier shall identify Social Value options which are appropriate to Customers at Call for Competition stage. Any Social Value options selected by the Customer shall be in accordance with the Government's Social Values which are current at that point in time.

ANNEX A – Service Filter Matrix (also found at Attachment 2 of the bid pack)



Attachment 2 -
Service Filter Matrix.xl