



Operational Guide

Dynamic Purchasing System (DPS)
Specialist Professional Services

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Introduction

PS Procure, the shared procurement service between London Borough of Waltham Forest & London Borough of Redbridge have partnered with ADAM HTT to introduce the Dynamic Purchasing System (DPS) for Specialist Professional Services (SPS). The DPS for SPS is open

for use by any public sector organisation (Contracting Authority). A Contracting Authority can use this system for the procurement of Specialist Professional Services, as and when required, over the lifespan of the DPS contract. As a potential Supplier, this document will take you through what a DPS is and how the Authorities will manage their commissioning and invoicing process using *adamprocure.co.uk*

Specialist Professional Services refers to any professional services (consultancy) within the following categories:

- Business Strategy & Transformation
- Governance & Policy
- Finance & Audit
- Procurement & Sourcing
- Human Resources & Organisational Development
- Legal Services
- Information & Communication Technologies
- Project & Programme Management
- Social Care: Adults & Children
- Education
- Health & Wellbeing
- Environmental & Waste
- Sustainability & Regeneration
- Leisure, Culture & Heritage
- Highways, Transport & Infrastructure
- Community & Engagement
- Marketing, Media, Advertising & Research
- Property, Asset & Facilities Management
- Housing
- Construction & Capital Projects

What is a Dynamic Purchasing System (DPS)?

A DPS is a fully electronic system used by public sector bodies to award contracts for works, goods or services as set out in Regulation 34 of The Public Contract Regulations 2015.

The use of a DPS to award such contracts ensures the end-to-end procurement process is competitive, fair and transparent. Suppliers must meet the Council's minimum criteria for entry to the DPS, but there are no other restrictions on who can or cannot join.

- . As a Supplier, you will benefit from access to all opportunities to provide services in their specialism: You will be competing on a level playing field with other organisations for new opportunities to provide services
- You will have reduced administration costs and an easy to use, streamlined process
- The full history and a complete audit trail of all buying decisions and communications are captured in one easy to access location.

Unlike traditional Frameworks that remain closed to other suppliers for the duration of the contract, a DPS is an 'open market' designed so new Service Suppliers join throughout the lifetime of the DPS contract.

How will Contracting Authorities use the DPS?

1. Requirements:

When a Contracting Authority requires a Specialist Professional Service, they will create and distribute a Requirement to the supply base. A Requirement is the name used for a tender on adamprocure.

The requirement is automatically distributed to Suppliers enrolled to the respective Service Category via adamprocure. Depending on when the contract is required to begin, the Authority will stipulate the relevant timescales, whereby different actions can be taken during the subsequent periods described in this guide.

2. Open for Offers period:

Suppliers can only submit an Offer during the 'Open for Offers' period. An Offer is the name used for a proposal submitted by a Supplier. The Authority will stipulate the timescale of this period within the Requirement on the system. Once this period ends, no further Offers can be submitted by the supply base.

To create an Offer, Suppliers will state how they can meet the requirements and submit a price ('Price').

On each Offer, there is a pre-set to a default weighted split of 60% Price and 40% Quality.

- Price – 60%

Price is weighted to represent 60% of the supplier's total score. Suppliers are required to enter the cost of the Requirement.

- Quality – 40%

Quality is weighted to represent 40% of the supplier's total score. The Contracting Authority reserves the right to amend the pre -set price / quality split in respect of an individual requirement. For example, a Contracting Authority may wish to increase the quality weighting and reduce the pricing weighting. This will be at the discretion of each Contracting Authority.

3. Requirement Messaging Tool:

A messaging tool is available during the Open for Offers period for you to communicate with the Contracting Authority to clarify any specifics of the Requirement. Requirement messages and their responses will be published on the Requirement and can be seen by all suppliers who are placing Offers. As such, you must not include anything which identifies you or your business in any Requirement messages.

The following policy must be adhered to for its use. This policy is to ensure a full auditable trail and alleviate any risks to parties through miscommunication or malicious practice:

1. Identification

There must be nothing communicated through the messaging system which identifies either you as the Supplier or a member of the Contracting Authority

2. Prejudice

Nothing which betrays a bias for or against you as the Supplier should be communicated through Requirement Messaging

3. Data protection

There must not be any sensitive information of a personal or commercial nature, pertaining to either you the Supplier, a member of the Contracting Authority or Service User communicated through Requirement Messaging

4. Off-contract risk

There will be nothing which incites engagement outside of the system communicated through Requirement Messaging

5. Clarification

Further details to support the Requirement and aid Suppliers in constructing their Offers must always be communicated through Requirement Messaging

4. Client Review Period:

Following the Open for Offers period, the Contracting Authority will evaluate the Offers. and select the Offer that best meets the needs of Requirement.

The Contracting Authority will use the following scoring methodology when reviewing Quality weighted responses:

Score	Description
4	Response / answer / solution is of a high standard with no reservations at all about acceptability; provides evidence that the Provider can make a significant improvement to the way the service is delivered.
3	Good response / answer / solution to that aspect of our requirement; provides more evidence than that of an 'acceptable' response.
2	Acceptable response / answer / solution; all basic requirements are met; provides evidence given of skill / knowledge sought
1	Less than acceptable response / answer / solution; lacks convincing evidence of skills / experience sought; lack of real understanding of requirement or evidence of ability to deliver.
0	Non-compliant – failed to address the question / issue or a detrimental response / answer / solution; limited or poor evidence of skill / knowledge sought.

The Contracting Authority reserves its right to amend the award criteria from time to time, subject to prior notification to suppliers.

At the end of this final period, the Contracting Authority will award the Specialist Professional Service contract for the requirement to the top-ranked offer which represents the most economically advantageous tender: a combination of both price and quality. There are no guarantees that the cheapest offer, or the offer with the highest quality score will win; it is based on a combination of both quality and price. The Contracting Authority reserves the right to reject Offers should they be deemed inappropriate. For example, but not limited to:

- Unaffordable price
- Timelines for delivery cannot be met
- Supplier cannot work to payment on milestone delivery terms

The Contracting Authority will inform suppliers of the outcome of their Offer after the evaluation is completed.

5. Service Agreements:

If your Offer is successful, a Contracting Authority will accept your offer and a Service Agreement will be created on adampurchase between you and the Contracting Authority. You need to accept the agreement in order for it to become live on the system.

6. Changes to Service Agreements:

If a change needs to be made to an active Service Agreement, the Change Order function in the system will be used by the Contracting Authority. The Change Order policy below outlines what changes to an active Service Agreement can be requested, and what constitutes a material change resulting in the active Service Agreement ending and a new requirement being distributed to the supply base. Changes are at the discretion of the Contracting Authority.

- **Alterations to a Service Agreement**

Where an alteration in the service is required, it is permissible to request a change with the Service Supplier. This alteration will be recorded in the system but does not constitute a material change and so the Service Agreement does not need to be redistributed to the supply base. For example, but not limited to:

- Project Timelines (milestone dates)
- Specific project activities identified as required, in addition to the original brief, yet within scope of the project (additional milestones)
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The Contracting Authority would place a Change Order on adamprocure for the Supplier to accept. Once both parties accept, the Service Agreement is amended on the system.

- **Ending a Service Agreement**

A change, when considered major, may result in the Service Agreement ending. The Contracting Authority reserve the right to end the active Service Agreement and create a new Requirement to distribute to the supply base.

All decisions will be made in consultation with all parties involved, prior to the ending of a Service Agreement.

As a supplier, if a Supplier identifies that a change is needed, they can send a message to the Contracting Authority via the Messaging functionality on the Service Agreement.

7. Suspensions:

A supplier will be automatically suspended from the DPS if any of the qualifying information provided at enrolment changes, for example an insurance certificate, expires. A Suspension means that a supplier will not receive new Requirements distributed by the Contracting Authority. Suppliers are notified when it happens and can upload the new/updated qualifying information straightaway.

If the suspended Supplier has live Service Agreements on adamprocure, a joint discussion between the Supplier and the Contracting Authority (and other appropriate parties), will determine the impact, and any necessary action.,

Suppliers may also choose a voluntary suspension from DPS if they do not intend to participate in competitions.

8. Service Receipting:

London Borough of Waltham Forest & London Borough of Redbridge:

Once a Service Agreement has been created and the service has commenced, as a Supplier, you will be required to submit Service Receipts through adamprocure. The Service Receipts are DPS equivalent of invoices and serve as a record that a Project Milestone has been completed and will be used by the Authority to issue a payment to the supplier, through adam. Suppliers can invoice for multiple milestones as part of one Service Receipt. Please refer to the adam training user guides for the process on Service Receipting or contact adam support if you have further questions.

All other Contracting Authorities:

Where contracts are awarded to other Contracting Authorities (Outside of London Borough of Waltham Forest & London Borough of Redbridge), the supplier and the Contracting Authority will agree how milestones and billing will be agreed, including supplying any evidence of completion (for audit purposes), and the requirement of a PO number.

9. Communication:

Supplier Relationship Management module

The Contracting Authority will be using the Supplier Relationship Management (SRM) module within adamprocure to communicate with approved suppliers. The SRM module will allow the suppliers to communicate directly with Contracting Authority officers in an open and transparent manner. Further information can be found in the System User Guide on

Feedback and Complaints

Do you have any feedback or how the DPS could be improved, or wish to lodge a complaint? If so, please contact PS Procure via email to ProfessionalServices.DPS@psprocure.co.uk

Next Steps: how to join the DPS:

Suppliers who wish to supply services under this DPS will need to meet the minimum entry criteria by applying online at www.adamprocure.co.uk It is a simple three step process consisting of Registration, Accreditation and Enrolment. Please refer to the 'DPS Application Guide' for details on the entry criteria and an explanation of the process.

Glossary:

Accreditation – this is the first part of the second step (selection) of the process that a Supplier is required to complete in order to join the DPS. It involves responding to a series of questions and uploading documents.

adam – adam HTT Ltd trading as adam, the provider of adamprocure, who will also act as the PS Procure’s payment services provider.

Contracting Authority – means the contracting authority who requires Specialist Professional Services under this DPS

DPS – Dynamic Purchasing System used for the procurement of Services.

Enrolment – this is the second part of the second step (selection) of the process that a Supplier needs to complete in order to join the DPS. It involves submitting further information based on which the PS Procure evaluates the capability of your organisation to deliver Services to a Contracting Authority.

Entry Criteria – the selection criteria that a supplier must meet and maintain throughout the duration of the DPS in order to successfully complete and to retain their Accreditation and Enrolment on the DPS.

Entry Submission - the Accreditation and Enrolment information and documents which supplier must submit as part of the Accreditation and Enrolment process.

Offer – your tender/bid against a Requirement, confirming how you are going to deliver the Services required and your Price for completing milestones.

Open for Offers Period – the period during which you are able to submit an Offer against a Requirement distributed by the Contracting Authority on the DPS.

PS Procure – the shared procurement service between the London Borough of Waltham Forest and London Borough of Redbridge, who acts as the owner of this DPS.

Price - the Supplier’s proposed costs for carrying out a Requirement as contained in an Offer. The contract price is a sum of all milestone prices.

Public Contract Regulations – the Public Contract Regulations 2015, and as amended from time to time, that govern how public sector procurements must be carried out.

Requirement – a request issued by the Contracting Authority from time to time on the DPS describing the specific Services for which the Contracting Authority is seeking to award a Service Agreement and which may include terms and conditions applicable to the provision of those Services which supplement the terms and conditions set out in the Supplier Agreement.

Self-Billing Procedure for London Borough of Waltham Forest and London Borough of Redbridge – arrangements you sign up to as part of the Supplier Agreement in order for adam to generate invoices billing the Council on your behalf and to process payments to you on behalf of the Council.

Service Agreement – this is the contract to deliver a Requirement issued by the Contracting Authority accepting your Offer and confirming agreement on what Services are going to be delivered and at what price.

Service Category – a category of specialisms, in relation to which type of supplier may be admitted to the DPS to provide Services.

Service Receipt – an electronic record submitted via the DPS to confirm a Milestone is complete and payment is requirement, and only applicable to the London Borough of Waltham Forest and the London Borough of Redbridge.

Services – these are the Specialist Professional Services that the Service Provider will provide where required by the Contracting Authority, in accordance with the Supplier Agreement (described in the Specification included in a Requirement).

Specification – the outline description of the Services the Contracting Authority may require from time to time via the DPS.

SProc.Net – this is an internet-based technology platform through which the PS Procure will be operating the DPS to procure Services (www.adamprocure.co.uk).

Supplier Agreement – this is the overarching agreement between the Contracting Authority and a supplier setting out how the Contracting Authority will award Service Agreements via the DPS and the terms and conditions applicable to such Service Agreements.