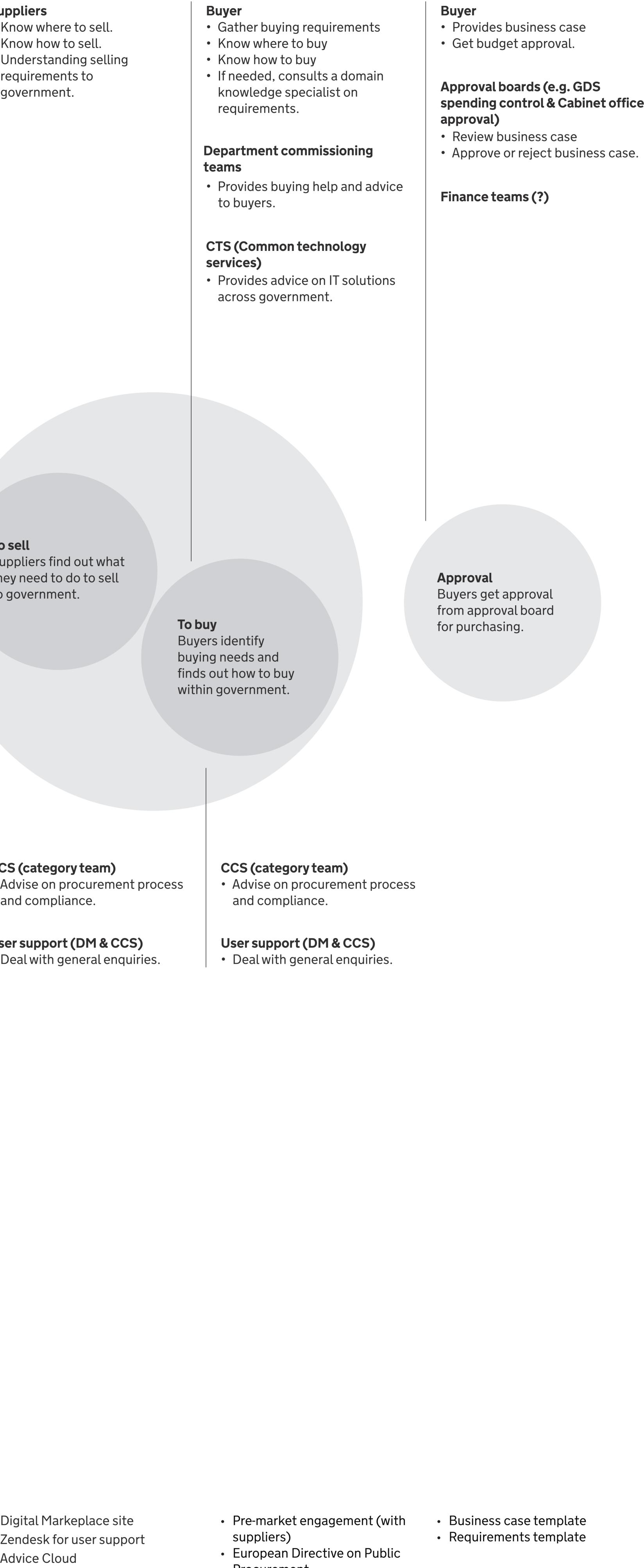
Digital Marketpla Service Ecosystem Draft V2 17 July 201
About this map
The service ecosystem mand to be used as a useful resolution better understand the different the procurement landscap Digital Marketplace sits in
It is also designed to be a 'document'. This means the evoles over time, we hope changes inside this map.
This is an initial draft. If you that might look like a mist

## map is designed source to help fferent stages of cape that the ʻliving hat as the service e to capture these you see something stake or if you

## notice that we have missed something out from this map, please contact the DM team who will update this map. Acronyms DM= Digital Marketplace GLD = Government Legal Practitioners CCS = Crown Commercial Services CTS = Common Technology Services MI = Managing Information OJEU = Official Journal of the European

External people  End users and the people they interact with.		<ul> <li>Suppliers</li> <li>Know where to sell.</li> <li>Know how to sell.</li> <li>Understanding selling requirements to government.</li> </ul>
Activities	Define and manage procurement legal agreement Identify and define legal documentations such as framework agreements and call-off contracts. Collaboration between CCS (category), GLD lawyers and DM Product team to finalise the content for publishing.	To sell Suppliers find out what they need to do to sell to government.
Internal people People involved with the service delivery	CCS (category team)  • Define framework agreement between government and suppliers  • Define agreement template for call-off contract between suppliers and buyers  • Inform any changes in procurement regulations  • Fact check with GLD and DM product team on guidance and legal documents  • Get internal approval for legal documents with PAG.  CCS (?)  • Publish contract notice on OJEU	CCS (category team)  • Advise on procurement pro and compliance.  User support (DM & CCS)  • Deal with general enquiries
	DM product team  • Partner with CCS and GLD to deliver online.  GLD (commercial legal practitioners)  • Advise on legals and clauses  • Highlight changes between versions of the framework agreement  • Draft framework agreement and call off contract  • Write risk report.  Cabinet office (which team?)  • Advise CCS on the lawfulness of	
Tools, touchpoints, regulations and policies.	<ul> <li>Advise CCS on the lawfulness of the policy.</li> <li>OJEU</li> <li>Previous clarification questions from buyers and suppliers</li> <li>Policy and regulations.</li> </ul>	<ul> <li>Digital Markeplace site</li> <li>Zendesk for user support</li> <li>Advice Cloud</li> <li>Crown Commerical Service (CCS) site</li> <li>Other suppliers for advice.</li> </ul>

## Suppliers Know where to sell. Know how to sell. Understanding selling requirements to government. ippliers find out what ey need to do to sell CS (category team)



	<ul> <li>Can challenge CCS decisions,</li> </ul>
ing control & Cabinet office val)	if rejected.
ew business case	ludgo (from?)
rove or reject business case.	<ul><li>Judge (from?)</li><li>Can stop framework if</li></ul>
	formally and successfully
e teams (?)	challenged by the suppliers.
	Digital Marketplace
yal get approval oproval board chasing.	Apply Suppliers understand legal requirements, submit application, receive and act on application outcome.
	<ul> <li>CCS (category team)</li> <li>Advise on procurement process and compliance</li> <li>Collaborate to respond and answer clarifications questions from suppliers.</li> </ul>
	<ul><li>User support (DM &amp; CCS)</li><li>Deal with general enquiries.</li></ul>
	<ul> <li>CCS sourcing team</li> <li>Process suppliers applications</li> <li>Decide and approve right to sell</li> </ul>
	<ul> <li>DM product team</li> <li>Receive clarification questions from suppliers</li> <li>Work with GLD legal, CCS (sourcing and category teams) on answering clarification questions</li> <li>Publish answers to clarification questions from suppliers.</li> </ul>
	GLD (commercial legal practitioners)  • Advise CCS and DM legal questions.

**Suppliers** 

government

right to sell

Receive agreement of the

Buyer

Select

Suppliers assess work

opportunities and

buyers evaluate potential supplliers.

CCS (category team)

Decision

Buyers decide who

gets the work.

Identify potential supplier

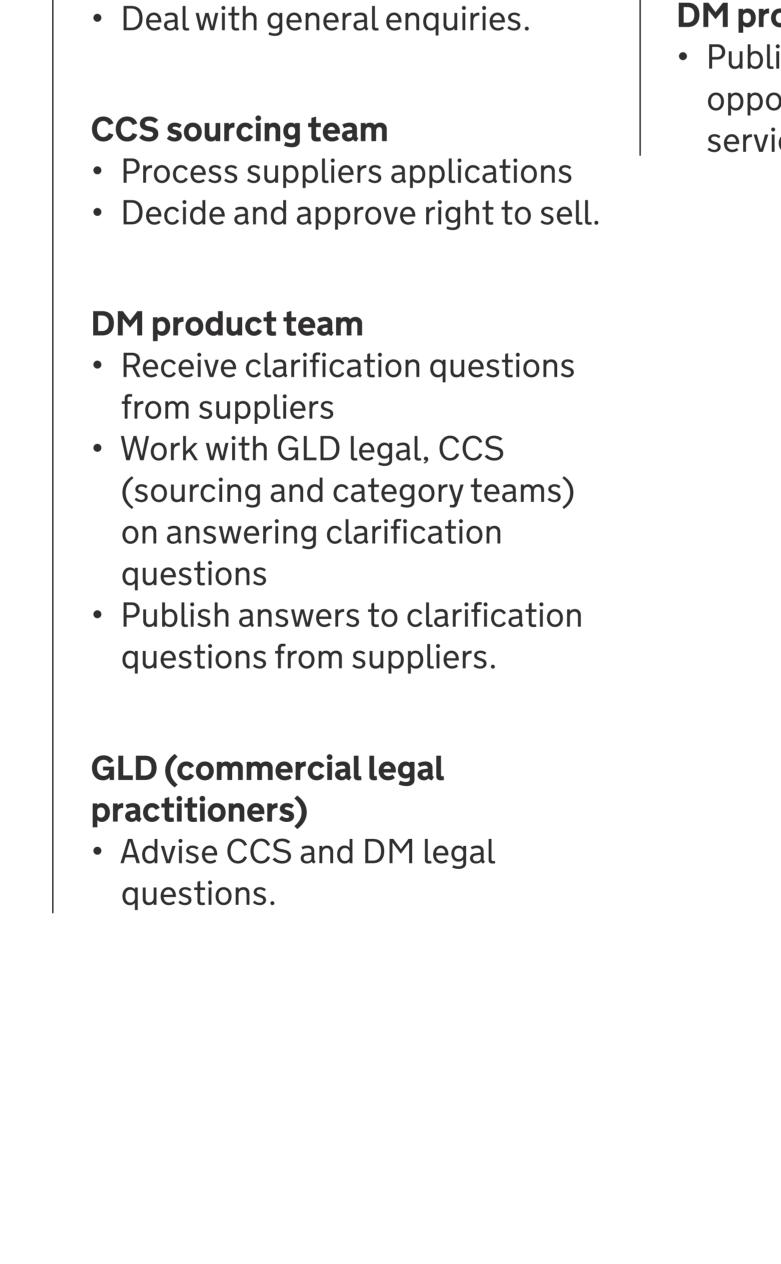
knowledge specialist on

Communicate with buyer

Assess feasability

Make a proposal.

Assess suppliers



User support (DM & CCS) DM product team Digital Markeplace siteCrown Commerical Service Business case Award report templates)
Supplier guidanceSpreadsheetCommunication toolsCV, Presentation, Evidence.

BuyerSelect a supplier

Provide feedback.

Receive outcome

Gather feedback.

BuyerSubmits business case and

to draft a call off award report to approvals board. contract(?).Agree to the contract. Submit award report? SuppliersReport (to MISO) to CCS every monthPay management charges(?). Department commissioning Work with legal team to draft advice to buyers. Ensures a call off contract(?) that buyers are compliant. Agree to the contract. Approval board (e.g. GDS Department commissioning spending control & Cabinet office approval) Helps buyers draft the call off Reviews, approves or rejects contract. business case and awards report. Contract **Final approval**Final sign off from approval Report Buyer and supplier form contract for product or requested by CCS. service to be provided. and compliance. contract finder.

Buyer

Work with legal team

Buyer uses the product/service provided by the supplier. Buyer and supplier provides MI information Manage records of contract. and compliance.

BuyerReport the contract to CCS

**Suppliers** 

Deal with buyer's

 Department commissioning team
 Creates a purchase order with SuppliersProvide self-audit instructions on how to get paid certification. for the supplier. Audit approverThe head of internal audit, a finance director or the company's external audito Receives purchase order sign off the audit Sends invoices to buyer & finance team Consult contract in the event of BuyerStore contractConsult contract in the event of a disputeReceives the suppliers invoice Buyer creates a goods receipt and sends this to finance team? Finance team? Receives the suppliers invoice, the buyers goods receipt, checks the remaining budget and makes the payment to the supplier. Supplier shows CCS the

orders and invoices are

CCS (?)

correctly done.

Post job completion Buyer decides what to do next when the agreed extermination of the

contract ends.

BuyerContract end

SuppliersContract end.

Reassessing buying needs

Re-procure if needed.

The Public Contracts Regulations
Open Contracting Data Standards Transparency principles Supplier' records and accounts **Templates**Suppliers MI. form will be kept until the latest dates - 7 years of the expiry of Requirements Templates
Template (DOS scoring templates
Template - Call off contract
Template - Buyer benefit forms framework agreement?

Business case template Award report

Resources and tools

Digital Marketplace.

**Procurement sites** 

**Communication tools** 

Pre-market engagement

**Policy and regulations** 

Other suppliers and buyers

Digital Marketplace blogs
Suppliers clarification questions

European Directive on Public

Crown commercial services (CCS)
Tenders direct (OJEU tenders)

resources.

**User support** 

Zendesk

<u>myTenders</u>

Tools, touchpoints, policies and regulations

that influence actions and events on the

If you're looking at the PDF version of this

map, you'll be able to access some of these

Front end toolkit Public sector organisations eligible

**Evidence (from suppliers)** Evidence of experience documents Self-audit certificate

**Third parties** <u>Bloom</u> Gov data

Reporting

Union
GDS = Government Digital Service
MISO = Managment Information System

Digital Markeplace site Zendesk for user support Crown Commerical Service

(CTS) site.

Supplier guidance.

 Call off contract Purchase order.

Invoice Goods receipt. Self-audit certificate.