Digital Marketplace Service Ecosystem

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About this map

The service ecosystem map is designed to be used as a useful resource to help better understand the different stages of the procurement landscape that the Digital Marketplace sits in.

It is also designed to be a 'living document'. This means that as the service evoles over time, we hope to capture these changes inside this map.

This is an initial draft. If you see something that might look like a mistake or if you notice that we have missed something out from this map, please contact the DM team who will update this map.

people End users and the people they interact with.

External

Understanding sellir requirements to government.

SuppliersKnow where to sell.

Know how to sell.

Suppliers find out what

they need to do to sell

to government.

 Know where to buy Know how to buy • If needed, consults a domain

to buyers.

knowledge specialist or requirements.

CTS (Common technology

across government.

services)
• Provides advice on IT solutions

Approval boards (e.g. GDS spending control & Cabinet office Review business case Approve or reject business c

Provides business case

Finance teams (?)

Judge (from?)Can stop framework if

· Receive agreement of the If needed, consults a domai knowledge specialist on if rejected.

Buyer Identify potential supplie Assess suppliers Inform outcome Communicate with suppliers

BuyerSelect a supplier Document selection proce Provide feedback.

Receive outcome

Gather feedback.

to draft a call off award report to approvals board contract(?).

Department commissioning

BuyerSubmits business case and

Provides buying help and

Approval board (e.g. GDS

office approval)

report.

spending control & Cabinet

Reviews, approves or rejects

business case and awards

advice to buyers. Ensures

that buyers are compliant.

Agree to the contract.

BuyerWork with legal team

Work with legal team to draft a call off contract(?) Agree to the contract.

BuyerReport the contract to CCS

Department commissioning Helps buyers draft the call off

Submit award report?

Suppliers

Buyer uses the product/service

provided by the supplier.

Deal with buyer's

Department commissioning team Creates a purchase order with instructions on how to get paid for the supplier. SuppliersStore contractReceives purchase orderSends invoices to buyer &

finance team

a dispute.

Finance team?

records of contract.

Consult contract in the event of

BuyerStore contractConsult contract in the event of

Receives the suppliers invoice

Buyer creates a goods receipt and sends this to finance team?

Receives the suppliers invoice,

the payment to the supplier.

the buyers goods receipt, checks

the remaining budget and makes

certification.

Supplier shows CCS the

correctly done.

orders and invoices are

Audit approverThe head of internal audit, a finance director or the company's external auditorsign off the auditorsigning information.

SuppliersProvide self-audit

BuyerContract end

SuppliersContract end.

Buyer decides what to do

next when the agreed

contract ends.

Reassessing buying needsRe-procure if needed.

Digital Marketplace. If you're looking at the PDF version of this map, you'll be able to access some of these

Post job completion

extermination of the

framework agreement?

Supplier' records and accounts

will be kept until the latest

dates - 7 years of the expiry o

User support Zendesk

Procurement sites <u>Digital Marketplace</u> <u>Crown commercial services (CCS</u> Tenders direct (OJEU tenders) <u>myTenders</u>

Resources and tools

Tools, touchpoints, policies and regulations

that influence actions and events on the

Communication tools <u>Digital Marketplace blogs</u> Suppliers clarification question Pre-market engagement Other suppliers and buyers

Policy and regulations European Directive on Public The Public Contracts Regulations
Open Contracting Data Standards

Transparency principles **Templates** Suppliers MI. form Requirements Templates
Template (DOS scoring templates) Template - Call off contract Template - Buyer benefit forms

Template - Buyer Benefits form Business case template Award report

Guidance Design principles for legal content <u>Legal documents</u>

Front end toolki **Evidence (from suppliers)**

> Evidence of experience documents Self-audit certificate Third parties

Bloom Gov data

Reporting

Digital Marketplace

Suppliers

formally and successful

challenged by the supplier

Buyers identify finds out how to buy within government.

Approval from approval board for purchasing.

legal requirements, submit application, receive and act on application outcome.

CCS (category team)

User support (DM & CCS)

Process suppliers applications

· Receive clarification questions

(sourcing and category teams)

Publish answers to clarification

Work with GLD legal, CCS

on answering clarification

questions from suppliers.

GLD (commercial legal practitioners)Advise CCS and DM legal

Decide and approve right to sell.

CCS sourcing team

DM product team

from suppliers

and compliance

answer clari

Suppliers assess work opportunities and buyers evaluate potential supplliers.

CCS (category team)

DM product team

opportunites, products and

SuppliersCommunicate with buyer

Assess feasability

Make a proposal.

Decision Buyers decide who gets the work.

Communication tools (Emails).

Final approval Final sign off from approval Contract Buyer and supplier form contract for product or service to be provided.

provides MI information requested by CCS.

Report

Buyer and supplier

and compliance.

Receive management charge

 Review savings of buyers and Publish awarded contract to

contract finder.

 Advise on procurement process and compliance.

Activities

ved with

Define and manage

Identify and define legal

documentations such as

procurement legal agreement

framework agreements and call-off

contracts. Collaboration between

DM Product team to finalise the

 Get internal approval for legal documents with PAG.

Publish contract notice on OJEU

DM product team Partner with CCS and GLD to deliver online.

GLD (commercial legal

 Advise on legals and clauses versions of the framework

Draft framework agreement and call off contract Write risk report.

Cabinet office (which team?) Advise CCS on the lawfulness of the policy.

Digital Markeplace site

 Advice Cloud Crown Commerical Service

Digital Markeplace site Zendesk for user support Supplier guidance.

templates) Supplier guidanceSpreadsheet

Digital Markeplace siteCrown Commerical Service

CV, Presentation, Evidence.

Business case Award report

 Call off contract Purchase order.

 Buyer benefit forms (G-Cloud) Contract finder site.

 Call off contract Purchase order Invoice

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 GDS = Government Digital Service MISO = Managment Information System DOS = Digital Outcomes and Specialists

regulations and policies.

Tools, touchpoints,

 Previous clarification questions from buyers and suppliers Policy and regulations.

OJEU

Zendesk for user support

(CCS) site Other suppliers for advice.

European Directive on Public

(CTS) site.

Requirements template

Regulations 2015

 Zendesk for user support Requirements Templates Crown Commerical Service

Digital Markeplace site

Common Technology Service

Pre-market engagement (with Business case template

Goods receipt.

Self-audit certificate.