

# Commerce Decisions supports Metropolitan Police in major procurement project for ICT framework contracts worth £214 million

## Customer profile

The Metropolitan Police Authority (MPA) ensures that London's police are accountable for the services they provide to the capital's citizens and its visitors. As such, it is responsible for the Metropolitan Police Service (MPS). The MPS is famed around the world and has a unique place in the history of policing. Founded by Sir Robert Peel in 1829, the original establishment of 1,000 officers policed the area within a seven-mile radius from Charing Cross, which had a population of less than two million. As of June 2007, the MPS employs 31,141 officers, 13,661 police staff, 414 traffic wardens and 2,106 Police Community Support Officers (PCSOs). Since the realignment of police boundaries in April 2000, it covers an area of 620 square miles with a population of 7.2 million.

## Project overview

The ICT Development Services framework covers five areas of procurement for the MPS's IT services department, the Directorate of Information (DoI). The DoI expects spending associated with this framework for the next four years to be over £200 million. The framework covers:

- ICT development lifecycle
- Business change
- Technical consultancy and application development
- Technical solutions provision
- ICT research and development

Putting this framework in place will enable partnerships to be developed with a range of external suppliers, to deliver timely and competitive ICT development services that demonstrate best value and meet MPS requirements. A panel of 17 suppliers has been selected from the 100 responses to the Pre-Qualification Questionnaire (PQQ), which were received from organisations of varying sizes.

"We were very pleased with the number and quality of the responses to our PQQ and Invitation to Tender (ITT), which included a healthy number from SMEs. This supports the government's drive to encourage small companies to bid on public sector contracts," said Caroline Pocklington, Senior Project Manager at the DoI.

## Project procurement challenges

The challenges for this strategically important project for the MPS included:

- The size and complexity of the project itself
- A small project team working to challenging timescales



- A large number of bidding companies: 48
- A large number of lots being bid for: 115
- More than 50 evaluators located at three different locations
- The complexity associated with having a sufficient number of suppliers in each 'lot' to ensure competitive bidding
- Close audit of the process by the MPA Internal Audit section
- The very large volume of documents that needed to be processed
- The need to debrief the unsuccessful bidders effectively



## Role and value of Commerce Decisions and AWARD®

Commerce Decisions were involved from the PQQ stage of the ICT Development Services framework project. In the past, the DoI has used a paper-based process for procurements of this nature. For this project they trialled AWARD® in parallel with their traditional paper-based approach.

“Trialling AWARD® alongside our traditional paper-based system allowed us to really see the improvement that AWARD® could deliver,” Caroline Pocklington observed.

Shortly after issuing the ITT, the DoI held a Bidders conference at which the MPS informed suppliers that they were going to use AWARD® to manage the evaluation process. They explained the importance of adhering to the Instructions for Tenderers section of the ITT, and stressed the importance of suppliers sending in their electronic bids in the format specified. Consequently, the 48 responses to the ITT were loaded into AWARD®, with the support of Commerce Decisions professional services team.

The evaluators, who were set up in pairs, required only one hour of training in their roles and responsibilities before they were ready to start using AWARD®.



“The process transparency AWARD® gave us allowed us to see the progress we were making on the project on a daily basis. We were able to encourage and facilitate evaluators who were falling behind. This improved our control over the project,” said Caroline Pocklington. At the end of the project the unsuccessful bidders were debriefed using the detailed information captured and generated by AWARD®. “I used AWARD® to debrief the unsuccessful bidders using the detail contained in AWARD® to ensure that I was consistent and factual,”



Commerce Decisions provides e-Evaluation functionality (AWARD®) for the OGCbuying.solutions e-Sourcing framework agreement, which delivers e-Sourcing managed services to the UK public sector.

“This framework agreement gives government access to the best resources available in support of electronic sourcing,” said Barry Donovan, Director of eCommerce at OGCbuying.solutions. “Public sector procurement staff now have a very effective tool to help achieve value for money, and will be able to transact more effectively with the supply market.”

OGCbuying.solutions, launched in April 2001, provides public sector procurement professionals with a route to the products and services they need in order to maximise procurement efficiency and value for money.

Note: OGCbuying.solutions is now Crown Commercial Services (CCS).

AWARD® and associated services are available via the CCS GCloud framework.

## AWARD® Benefits

AWARD® delivers a transparent audit trail that underpins the bidder debriefing process and manages any challenges to the outcome of the procurement.

AWARD® is highly flexible, enabling full integration of the tender requirements and policies.

AWARD® enables project users to be managed centrally, optimising the time spent on evaluating suppliers.

AWARD® is delivered via a security accredited hosted service. Users can access AWARD® from any workstation with an internet connection and web browser.

Powerful reporting capabilities allow a range of selected reports to be generated quickly and tailored to your project.

Enhanced controls allow better management of tender stages leading to efficiencies and on time project delivery.

AWARD® provides a structured and compliant approach to the execution of a procurement.

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**Caroline Pocklington Senior Project Manager, Directorate of Information**