



Buyers' Guide

Digital Transformation Framework (DTF)

**A guide for organisations on how to procure
services using this framework.**

What is the Digital Transformation Framework (DTF)?

The DTF is a pre-competited dynamic Framework, for the provision of Digital Transformation services to the entirety of the UK Public Sector. Fortrus Limited (Fortrus) was the successful party to be awarded the single supplier status on the Framework, let by the NHS in February 2019. The DTF has a capacity of £10Billion and is to run for a four-year term, with £1Billion of this capacity assigned to UK Policing under a formal collaboration agreement with Police Digital Services. The competition and structure of the Framework allows Direct Award (DA) to suppliers, who can be dynamically added onto the Framework, ensuring compliance with OJEU and the Public Contract Regulations (2015).

Who can use this Framework?

This Framework can be accessed by any UK Public Sector Body, which includes the whole of UK Policing and Criminal Justice organisations.

How long can the contract/ framework be for?

The Digital Transformation Framework is available until 17th February 2023, during which time, contracts can be awarded for up to ten years in duration.

What is available through this Framework?

Access to this framework is made possible through a commercial collaboration between the Police Digital Services and Fortrus Limited. It provides UK policing with rapid access to technology solutions from a wide, most diverse range of ICT Suppliers. At any time, the partner network can be expanded dynamically to meet new client needs. It is designed to procure technology solutions that enable digital transformation, without the need for extended and costly procurement exercises. It provides UK policing with the opportunity to engage directly with registered suppliers in a compliant manner. The collaboration is designed to support the national UK policing landscape to identify the outcomes that will help transform UK policing to deliver the National Policing Digital Strategy 2020-2030.

The framework gives UK policing access to a wide range of ICT services, including services to enable solutions to be designed, built, tested and deployed to meet the changing needs of UK policing and law enforcement. Examples of the services and solutions that can be deployed through the framework include:

Digitisation

- Managed Print
- Hybrid Mail
- Document Scanning
- Records Management
- Intelligent Indexing
- Digital Mail
- Hybrid Mail
- Document Management

Infrastructure

- IaaS
- Interoperability
- Storage (Cloud and on-premise)
- Scan for Safety
- Network
- Compute and Hardware
- Service Desk services
- Full/Partial IT outsourcing

CyberSecurity

- Real time monitoring
- Reporting
- Proactive identification of threats
- Proactive resolution
- Disaster recovery
- Security Operation Centre
- SIEM (inc. AI / Machine Learning)
- GDPR

Software

- SaaS
- Bespoke software development
- Applications
- UX Design
- Cloud hosting
- Deployment
- Training
- Testing
- 24/7/365 support

Innovation

- Industrialising applications
- Innovation blueprints
- Digital Transformation of EPR implementations
- Managed service wrap
- Commercial partnerships
- AI (Machine Learning)
- Virtual Reality
- Intelligent automation
- International sales
- Grant funding

Consultancy

- Business Case creation
- Digital Roadmaps
- Funding applications
- Workflow optimisation
- Financial modelling
- IT Strategies
- Digital Transformation planning
- Blueprinting
- Data Science consultancy

The dynamic nature of the Framework means that this list is illustrative only and does not seek to amend or limit the scope of services / solutions available. Forces are encouraged to collectively discuss with Fortrus your transformation needs in order to identify capabilities that could benefit all of Policing, at the most efficient price, and with the most effective strategic outcomes, nationally.

Benefits

The following table summarises key benefits available under this framework:

Benefit	Description
Innovation	Provides UK policing with an innovative route to market for commodities and transformative services with underwritten outcomes.
Rapid Procurement	Enables policing to procure efficiently on commercially flexible terms whilst having the assurance that the procurement is technically assured and offers value for money.
Supplier Base	Ability to engage with approved and accredited suppliers already registered or onboard new suppliers.
Value for Money	Each call-off contract's requirement will be evaluated for value for money on a case-by-case basis.
Outcomes-based programmes	Programmes are delivered based on a business case and digital roadmap to ensure that outcomes are achieved and underwritten reducing risk.
Managed service wrap	All deliverables are validated and primed with a managed service wrap to ensure that deliverables are met, and costs represent value for money.
Testing, compliance, interoperability, all validated and documented	All solutions, suppliers and deliverables are tested for compliance to standards, ability to deliver, and the ability to share data.
In-house solutions scaled and marketed	Innovative in-house solutions can be scaled and marketed on the framework for sale as blueprint solutions.
Transparent commercial visibility	Commercial pricing and costs are available for scrutiny.

Detailed management information to enable strategic planning across UK policing	All procurement data is provided to the Company to enable creation of Management Information to support strategic planning across UK policing.
Public Sector-wide leveraging cost savings through supplier negotiation on behalf of multiple Public-Sector bodies.	Supplier price negotiation on pan-public sector to ensure the lowest pricing possible.
Embedded disaster recovery and cyber security	Managed service delivery of solutions that are enhanced with disaster recovery and cyber security.
Digital marketplace	A digital marketplace portal, making purchasing easier and transparent, will form the next phase of delivery.
SLAs	SLAs for procurement timeframes are included to ensure rapid turnaround of orders.
Underwritten programmes and outcomes	Managed service programmes will be underwritten to ensure that business case deliverables are met.
Business case creation	Business case creation is included in the Managed Service Digital Transformation service.
Digital Roadmaps	Digital roadmap creation is included in the Managed Service Digital Transformation service.

How to use the Framework

An overview of the required steps is detailed below:

Stage	Action	Process
Step 1	Need identified	Contact the Commercial Team via the email Commercial@pds.police.uk with your IT procurement requirements, be that a commodity purchase or solution need.
Step 2	Enquiry management	Police Digital Services will engage with you to better understand your business need and explain how the framework can meet the requirement. If you decide not to use the framework, the enquiry process will close. If you decide to proceed using the Framework, we will pass your enquiry details to Fortrus.
Step 3	Proposal management	Fortrus will engage with you to provide quotations and proposals following confirmation of your requirements. Should the requirement include a new supplier, Fortrus will perform the required due diligence and thorough assessment checks on the supplier in accordance with the onboarding process.

Stage	Action	Process
Step 4	Proposal approve/reject	<p>On agreement to the proposal, Fortrus will provide you with a 'Framework Order Reference Code'.</p> <p>Should the proposal be rejected, and you decline an alternative proposal arrangement from Fortrus the enquiry process will close on your agreement.</p>
Step 5	Call-off contracts	<p>If you decide to proceed you will need to complete a call-off template contract and send to Fortrus to review. The procurement scope is to be included in the document along with any SLAs or specific contractual requirements agreed by and between you and Fortrus.</p>
Step 6	Contract approval	<p>When all documents have been approved, there will be a request for a buyer Purchase Order and Fortrus will be advised to commence the order process with the relevant supplier(s).</p>
Step 7	Delivery	<p>You will be notified of delivery timescales by Fortrus.</p>
Step 8	Feedback	<p>We will manage the feedback process with Fortrus so that UK policing can respond with their feedback of the service. Data will be available for continuous service improvement.</p>

Supplier Management

Existing suppliers

The framework provides UK policing with access to a network of existing suppliers on flexible contract duration terms. Fortrus will be responsible for the contract management of all suppliers registered on the framework, with oversight provided by the Company.

Qualifying new suppliers

Fortrus has the freedom to operate a dynamic network of suppliers which can be added to or altered to keep pace with the market and maximise value for money, combine spend and requirements for commonly purchased hardware and software across UK policing and use their own industry knowledge and relationships to identify concessions and release the savings back in to UK policing.

On-boarding

On-boarding of suppliers will be a continual process. If either UK policing or the Company would like to work with a provider who is not currently approved to supply to Fortrus the potential supplier can be on-boarded very quickly (subject to due diligence). If the force has the requirement to work with a supplier that Fortrus would see as a risk from undertaking the due diligence, they would highlight these risks to the force to understand whether or not the force still would still like to work with them.

Supplier Relationship Management

Suppliers are reviewed by Fortrus under an ITIL compliant procedure. These checks include ongoing financial stability, performance and customer satisfaction, including active disputes or complaints impacting UK policing. Where required, additional financial checks are carried out using credit rating agencies. Fortrus will keep in touch to capture regular reviews and feedback after any work is carried out to monitor satisfaction.

Other information

Management Charge

This framework is available to access at no charge, by any UK policing or law enforcement organisation.

Police Digital Service Knowledge Hub

This Buyers Guide, FAQs on how to transact business and details of existing commercial deals available to UK policing can be accessed via the Company Knowledge Hub at <https://knowledgehub.group/>. If you are not yet registered with the Knowledge Hub, you will need to complete the simple registration process first and ask to join the **Digital Transformation Framework** group.

Contacting Us

If you have any further questions regarding this opportunity, please contact our Helpdesk on Commercial@pds.police.uk

Public Procurement references

The Digital Transformation Framework is facilitated through Fortrus appointment as the sole service provider under the framework contract awarded by the Countess of Chester Hospital Foundation Trust. Set out below is reference and a link to the underlying procurement documentation.

OJEU Reference Number:	2018/S 166-378728
Framework Name:	F050 Digital Transformation Solutions
Contract Award Notice:	2019/S 031-070302
Start Date:	18 th February 2019
End Date:	17 th February 2023
Value:	£10,000,000,000
Lots:	1
Suppliers:	1
Primary CPV Code:	72000000
Supplier DUNS Number:	734417731