



Specialist Procurement Support Service

VERACITY

1. Service Overview

In the current economic climate, public sector, healthcare, and regulatory organisations are under considerable scrutiny in procurement activities, ensuring that all such activities are in line with procurement regulations and individual departmental policy.

In planning for the transition to or between the plethora of potential cloud-based solutions, it is important that an appropriate procurement strategy is developed to support this. This will include understanding the requirements, including the specific cloud-service requirements and wider enabling technologies and organisational changes, and developing an appropriate approach for procuring these. In particular, there is often a need for additional specialist consultancy support on large-scale complex projects involving cloud.

We recognise that there may be need to engage specialist external services to support this procurement strategy development and implementation for cloud services. This may be to address capacity issues without impacting business as usual activities, or to access the services provided by a specialist professional consultancy often for a limited period.

Our Specialist Procurement Support Service is designed to complement a customer's existing capability to provide assistance and advice. It is always our aim to promote knowledge transfer to customer teams, to upskill them and over time to reduce the reliance on external support.

2. Detail of Service Delivery

In order to deliver the Procurement Support Service, Veracity uses expert consultants most of whom are experienced individuals with professional procurement or consultants management qualifications, eg MCIPS (or equivalent). We will agree appropriate service work packages with our clients to support the individual needs of each organisation.

Specific support we can provide through this service includes:

- Advising on specific procurements including the correct use of the Digital Marketplace;
- Development of Cloud service requirements and requests for proposals;
- Evaluation of supplier responses to optimise value for money;
- Advising on complex contracts and transactions which include Cloud;
- Advice on public sector procurement legislative and regulatory environment;
- Procurement strategy and policy including which services are appropriate for
- “commodity” purchase via G-Cloud and which require alternative approaches;
- Supplier and category management;
- Developing and implementing eProcurement solutions including Cloud-based.

One of our managing consultants leader our team and own our engagement, and will be responsible for ensuring our team is best deployed to deliver the services required.

We will always seek to be flexible with our clients and vary our services where required to help our clients to optimise the use of their own internal resources and maximise value for money.

3. Onboarding Activities

The team providing each work package to the customer is comprised of our resources specifically selected for delivery of the appropriate service, ensuring customers are provided

with the specific skill sets that will best deliver the services required. Before they start an assignment, our team will be briefed in detail by our engagement leader on the services required by our customer, the broader strategy and aims of the work being procured and the service outcomes the customer is seeking through our engagement. Our engagement leader will work with our customer throughout delivery to ensure expectations are continually met and the service is delivered as required.

4. Service Management

All customers are provided with a dedicated engagement leader who will be responsible for overseeing the delivery of the service. They will maintain close contact with the customer and with any resources deployed to monitor customer satisfaction and to identify any issues at an early stage. We also gather feedback at the end of each assignment either formally or informally to ensure continuous improvement.

5. Service Constraints

There are minimal constraints on the service we can provide to customers. In order to meet the needs of customers, we can quickly scale our team by drawing on our pool of high-calibre professionals and deploy these flexibly to customers to meet service delivery requirements as required. Our teams can be delivered at short notice and on a short term or long term basis.

6. Service Levels

Our consultants and delivery teams are generally available 8:30am to 6pm Monday to Friday, with access out of hours as required.

7. Ordering and Invoicing Process

We have a flexible ordering process. Generally, we accept enquiries by telephone, email or face to face. Where the service is ordered, we can assist with preparation of the G-Cloud Order Form if required including electronic signatures allowing customers to confirm the order immediately.

8. Termination Terms

Customers can generally terminate the service without cause with five working days' notice unless otherwise stated on the Order Form. Where there is a need to terminate earlier than this, we will normally seek to accommodate it wherever possible.

9. Customer Responsibilities

Customer responsibilities include the provision of access to customer offices, office space and, where appropriate, IT equipment. In addition, customers are responsible for providing details of the initiative and the nature of support required, participation in workshops and meetings as required, and for verifying the satisfactory completion of the work.



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