

Power to your
procurement

Customer engagement February 2024



Crown
Commercial
Service

RM6309 Management Consultancy Framework Four (MCF4)



01.

Welcome and housekeeping

Introductions and housekeeping for the session

02.

Indicative timeline

Overview of current timeline

03.

Feedback from round one engagement

Slido, survey and live feedback from customers and suppliers

04.

Lot and service line proposal

Final draft of the lots and new service lines

05.

Proposed entry criteria for suppliers

Policy requirement, commercial model, supplier numbers and certificates of technical and professional ability (COTPA)

06.

Questions and answers

Your opportunity to ask questions

07.

Next steps

Timeline of what to expect next

08.

Closing remarks

A thank you for attending and contributing to the session

1. Welcome and housekeeping

Please keep mobile devices on mute

Leave all questions until the Q&A session at the end of the presentation, please submit questions through the chat function in Teams

Slides

Slides will be available on the [MCF4 webpage](#) after the final engagement session. The sessions will not be recorded

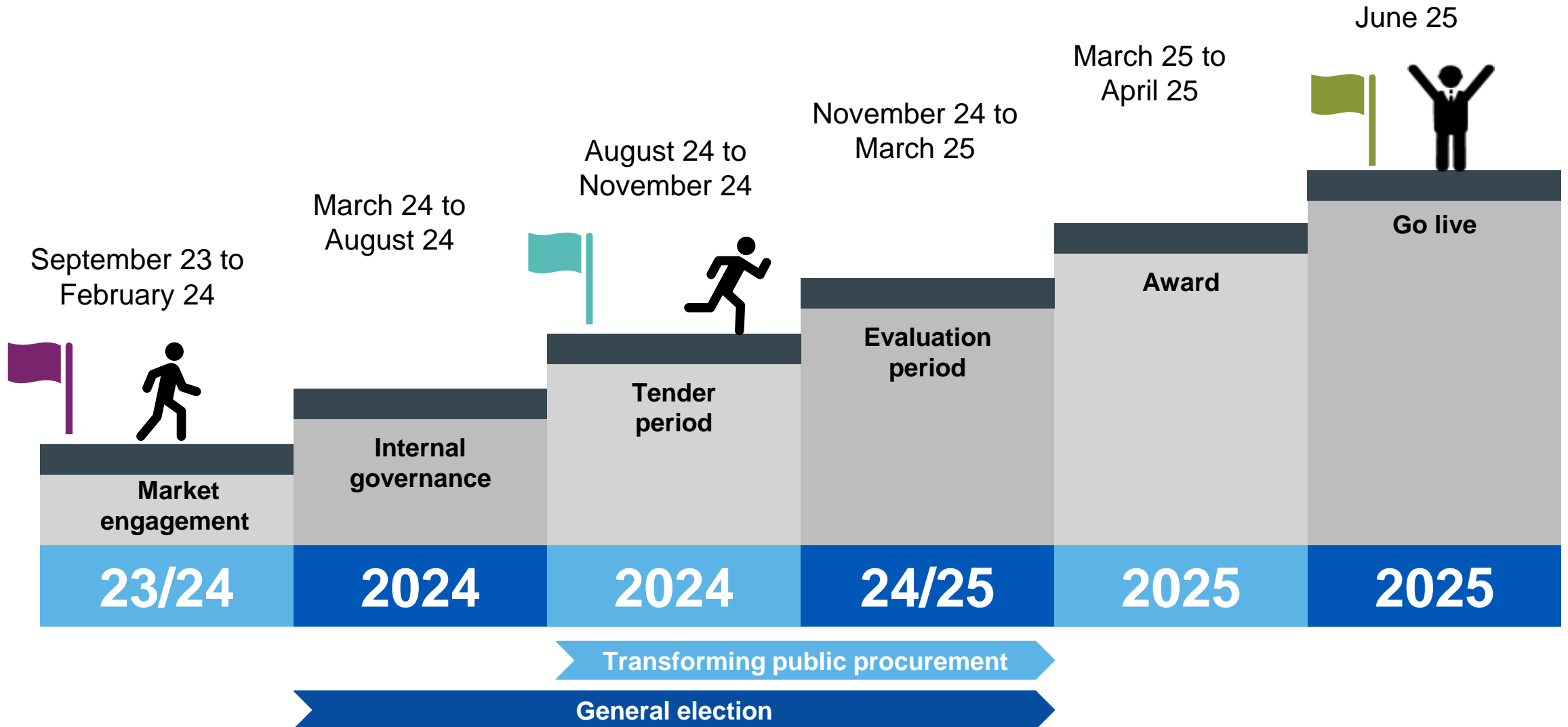
Timekeeping

We have two hours for this session, approximately 30 minutes for the presentation and then a Q&A session

2. Indicative timeline



Indicative timeline

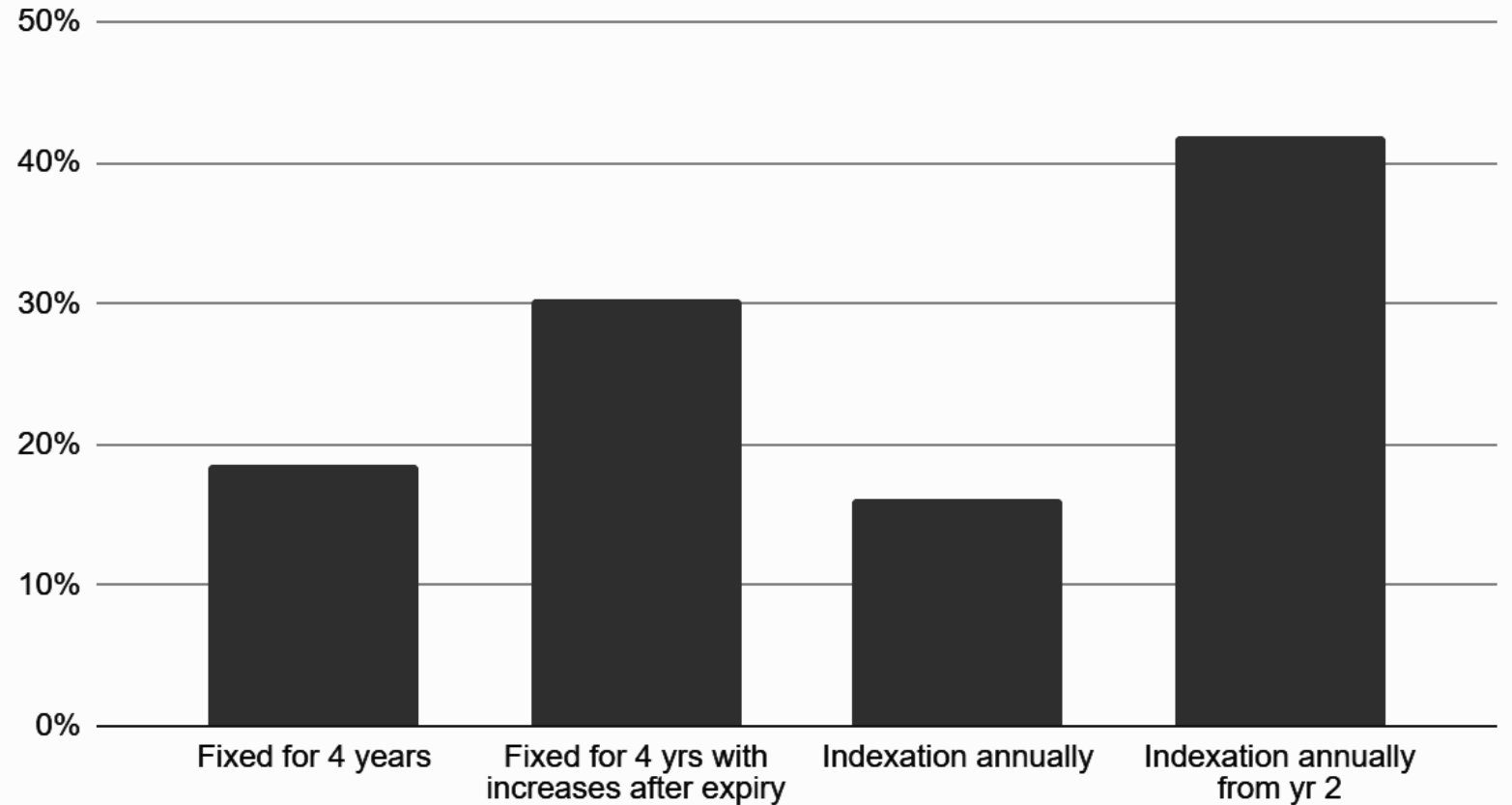


3. Feedback from round one engagement



Price increases

- customer results demonstrate those in favour of each option proposed
- solution is to allow suppliers to request indexation prior to the second anniversary following standard process in the Public Sector Contract
- still allow for increases after expiry as initially proposed
- we will use the consumer price index (CPI) for calculating



How would you like framework price increases to be managed? (maximums suppliers can charge)

Mandatory requirements

- cyber essentials basic
- financial viability risk assessment (gold)
- prompt payment
- carbon reduction plans
- social value
- insurances
- modern slavery statement

77%

customers said that compliant route to market was their favourite feature of MCF3, larger than any other option given

95%

customer said that they would like carbon reduction plans to be included in all lots

4. Framework lot and service line proposal



Lotting structure

Lot number	Lot name	Number of suppliers
1	Business	70
2	Strategy and policy	30
3	Complex and transformation	30
4	Finance	30
5	HR	25
6	Procurement and supply chain	35
7	Health, social care and local community	40
8	Infrastructure	40
9	Environmental and social sustainability	40
10	Restructuring and insolvency services	20

Suggested new service lines

Suggested service line	Outcome
Artificial intelligence	Suppliers will have the ability to use AI in all lots. Digital, technology and cyber service lines will be available in MCF4. There will be no AI service line in MCF4 as CCS has a framework (RM6200) for AI
Estates	Not included in MCF4 as CCS has a framework (RM6168) for estates management services
Construction professional services (CPS)	Not included in MCF4 as CCS has a CPS framework (RM6165) and DPS RM6242
Energy	Not included in MCF4 as CCS has a DPS (RM6313) and a framework (RM6314)
New hospital programme	Does not need its own service line as their requirements can be met through the existing service lines
Autonomous vehicles	Not included in MCF4 as CCS framework (RM6099) Transport Technology and Associated Services is a more appropriate route for this
Technology	Digital, technology and cyber service line will be

5. Proposed entry criteria





Commercial model

- 2 rate cards (advice and delivery)
- 6 grades
- inflation
- expenses
- no opportunity to negotiate in tender process

Evaluation criteria

Lot number	Lot name	Quality	Price*	Social value
1	Business	10	80	10
2	Strategy and policy	80	10	10
3	Complex and transformation	80	10	10
4	Finance	80	10	10
5	HR	65	25	10
6	Procurement and supply chain	65	25	10
7	Health, social care and local community	65	25	10
8	Infrastructure	65	25	10
9	Environmental and social sustainability	65	25	10
10	Restructuring and insolvency services	60	30	10

* Price evaluation is split 50/50 between advice and delivery rate cards

Lot 1 - Business

01	Service lines	<ul style="list-style-type: none">• 13 service lines in the lot• 7 minimum service lines
02	Certificates of technical and professional ability (COTPA)	<ul style="list-style-type: none">• 3 certificates at £150k value required• 1 additional certificates• within the past 3 years• public, private and international examples allowed• signed by the customer
03	Supplier numbers	<ul style="list-style-type: none">• 70

Lot 2 - Strategy and Policy

01	Service lines	<ul style="list-style-type: none">• 13 service lines in the lot• 13 minimum service lines
02	Certificates of technical and professional ability (COTPA)	<ul style="list-style-type: none">• 3 certificates at £500k value required• 0 additional certificates• within the past 3 years• public, private and international examples allowed• signed by the customer
03	Supplier numbers	<ul style="list-style-type: none">• 30

Lot 3 - Complex and transformation

01	Service lines	<ul style="list-style-type: none">• 14 service lines in the lot• 14 minimum service lines
02	Certificates of technical and professional ability (COTPA)	<ul style="list-style-type: none">• 3 certificates at £5m value required• 0 additional certificates• within the past 3 years• public, private and international examples allowed• signed by the customer
03	Supplier numbers	<ul style="list-style-type: none">• 30

Lot 4 - Finance

01	Service lines	<ul style="list-style-type: none">• 20 service lines in the lot• 8 minimum service lines
02	Certificates of technical and professional ability (COTPA)	<ul style="list-style-type: none">• 2 certificates at £750k value required• 4 additional certificates• within the past 3 years• public, private and international examples allowed• signed by the customer
03	Supplier numbers	<ul style="list-style-type: none">• 30

Lot 5 - HR

01	Service lines	<ul style="list-style-type: none">• 9 service lines in the lot• 4 minimum service lines
02	Certificates of technical and professional ability (COTPA)	<ul style="list-style-type: none">• 2 certificates at £250k value required• 1 additional certificates• within the past 3 years• public, private and international examples allowed• signed by the customer
03	Supplier numbers	<ul style="list-style-type: none">• 25

Lot 6 - Procurement and supply chain

01	Service lines	<ul style="list-style-type: none">• 12 service lines in the lot• 8 minimum service lines
02	Certificates of technical and professional ability (COTPA)	<ul style="list-style-type: none">• 3 certificates at £350k value required• 1 additional certificates• within the past 3 years• public, private and international examples allowed• signed by the customer
03	Supplier numbers	<ul style="list-style-type: none">• 35

Lot 7 - Health, social care and local community

01	Service lines	<ul style="list-style-type: none">• 20 service lines in the lot• 5 minimum service lines
02	Certificates of technical and professional ability (COTPA)	<ul style="list-style-type: none">• 3 certificates at £250k value required• 2 additional certificates• within the past 3 years• public, private and international examples allowed• signed by the customer
03	Supplier numbers	<ul style="list-style-type: none">• 40

Lot 8 - Infrastructure

01	Service lines	<ul style="list-style-type: none">• 13 service lines in the lot• 4 minimum service lines
02	Certificates of technical and professional ability (COTPA)	<ul style="list-style-type: none">• 4 certificates at £200k value required• 9 additional certificates• within the past 3 years• public, private and international examples allowed• signed by the customer
03	Supplier numbers	<ul style="list-style-type: none">• 40

Lot 9 - Environmental and social sustainability

01	Service lines	<ul style="list-style-type: none">• 18 service lines in the lot• 4 minimum service line
02	Certificates of technical and professional ability (COTPA)	<ul style="list-style-type: none">• 4 certificates at £100k value required• 3 additional certificates• within the past 3 years• public, private and international examples allowed• signed by the customer
03	Supplier numbers	<ul style="list-style-type: none">• 40

Lot 10 - Restructuring and insolvency services

01	Primary capabilities	<ul style="list-style-type: none">• all 7 primary capabilities required• 3 certificates maximum• relate to a target company with an annual turnover of at least £100m• relate to a target company with a debt size of at least £25m
02	Additional capabilities	<ul style="list-style-type: none">• 6 additional capabilities• no minimum amount required• 9 certificates maximum• relate to a target company with an annual turnover of at least £100m• relate to a target company with a debt size of at least £25m
03	Sector specialisms	<ul style="list-style-type: none">• 16 sector specialisms• no minimum amount required• to be demonstrated in primary and additional capability certificates

All certificates must relate to work completed within the last 3 years.
Public, private and international examples are allowed.
The certificates must be signed by the customer.
Supplier numbers - 20

Potential new lot?

Lot with limited policy requirements for below £1m contracts

- lower COTPA threshold for bidders
- prompt payment and CRP do not apply
- social value will apply
- FVRA “Bronze” - D&B failure score applied
- no quality questions
- high supplier numbers 100
- minimum of TBC service lines to be offered from lots 1-9 (132 service lines in total)
- multiple routes to market (confusing customer journey) for the same services
- increases size of framework and risks low customer utilisation
- duplication of other lots with less due diligence
- not necessarily going to be a quicker route to market

6. Question and answers



7. Next steps



Next steps



● Final business case

Final business case to be completed in May 2024. Tender documents to be developed and issued by August 2024



● Tender period

Tender issued in August 2024 and closing in November 2024



● Go live

Customer and supplier launch events (summer 2025) and agreement available to use

Useful links

1

RM6309
MCF4 [page](#)

2

CCS
events [page](#)

3

CCS
upcoming
agreements
[page](#)

4

RM6187
MCF3 [page](#)

5

RM6310 Audit
and Assurance
Services Two
(A&AS2) [page](#)

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Thank you

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Appendix

Draft service lines by lot

Key

bold blue text - new service lines

~~strikethrough~~ - deleted service lines



Lot 1 - Business

automation	digital, technology and cyber
business case development	forecasting and/or planning <i>(moved to Lot 4)</i>
business consultancy	innovation, growth and business models
business continuity and/or disaster recovery planning <i>(covered by business consultancy)</i>	operational planning and/or improvement, including target operating models
business policy development, strategy and/or appraisal	organisational design and review (enterprise resource planning)
business processes	programme and project management
change management	risk, opportunity and compliance
development and/or review of policy <i>(covered by business policy development, strategy and/or appraisal)</i>	value for money reviews

Lot 2 - Strategy and policy

border control	game plan
business case development	immigration
business process re-engineering	policy
business structure	regulatory advice
change management	social value
digital, technology and cyber	strategic advice
future planning	

Lot 3 - Complex and transformation

business	organisational design including target operating models
change management	performance transformation
complex programmes	procurement and/or supply chain
delivery partner	project and programme management
digital, technology and cyber	strategy and/or policy
finance	supplier side services and delivery
HR	transformation management

Lot 4 - Finance

actuarial services	debt restructuring, management and insolvency (moved to Lot 10)	investment, financial advice and market services
asset finance	developing and assessing project proposals	mergers, acquisitions and divestment
asset management including valuation, sales and disposals	economic analysis	payment structure advice and risk
business analysis	financial accounting and/or reporting	pensions
capital fundraising, derivatives and hedging	financial due diligence	regulation and statutory requirements
cash management	financial performance review and viability studies	risk management
corporate restructuring and flotation (moved to Lot 10)	financing public projects and negotiations	tax including value added tax (VAT)

Lot 5 - HR

capability development	HR policy and strategy
cultural transformation	organisational design and/or workforce planning
dispute management	people and performance
employee relations	recruitment, retention and employee value proposition
equality, diversity and inclusion	training and development
HR functions, process and design	

Lot 6 - Procurement and supply chain

category management	operations, supply chain and logistics
commercial review and benchmarking	outsourcing and insourcing
contract and/or supplier management	procurement process including P2P
cost reduction	procurement regulation
digitalisation	sourcing
financial advice	supplier management
game theory	tender development and analysis

Lot 7 - Health, social care and local community

alternative delivery models	healthcare services	public service improvement review
business case development	healthcare operational review, improvement and/or modelling	regeneration
capability development	healthcare transformation, change and delivery	security and welfare
charity/third sector	housing	social care and safeguarding
clinical evaluations	mental healthcare	social mobility and levelling up
commissioning models	not for profit	sport, leisure and culture
community services	planning for health, social care and community	strategy and policy
digital, technology and cyber	policing and security	
emergency services	programme and project management	

Lot 8 - Infrastructure

aerospace	ports and shipping
automotive	public transport (including buses and parking)
aviation	rail
communications and technology infrastructure	smart infrastructure
defence	towns, cities and rural areas
highways	travel, transportation and logistics
nuclear	

Lot 9 - Environmental and social sustainability

air quality	life sciences
carbon net zero and/or carbon management (including reporting)	monitoring environmental indicators
climate change adaptation and/or mitigation	natural capital
coastal	natural resource management
contaminated land and water	policy development and/or implementation
due diligence	pollution control (including noise)
ecology and biodiversity <i>(covered by life sciences)</i>	regulatory compliance
environmental planning and protection	risk management
environmental, social and governance (ESG)	social value
equality analysis	sustainability
feasibility studies and/or impact assessment	waste management

Lot 10 - Restructuring and insolvency services

Primary capabilities	Additional capabilities
accelerated mergers and acquisitions	capital markets advice
business review	economic consulting (Market Economy Operator Principle - "MEOP")
cash-flow review	international insolvency advice
distressed debt restructuring	pensions advisory
general restructuring advice	restructuring tax advice
insolvency contingency planning	special administration regimes
options analysis	

Lot 10 - Restructuring and insolvency services

Sector Specialisms	
advanced manufacturing	financial services
aviation	health and social care
business services, which includes outsourcing, professional	heavy industry
construction	local authorities
consumer, which includes retail, consumer goods, tourism, hospitality and leisure	sports and leisure
defence	technology, media and telecoms
education	transport
energy, which includes electricity, gas markets, civil nuclear, oil and gas and refined petroleum products manufacturing	utilities