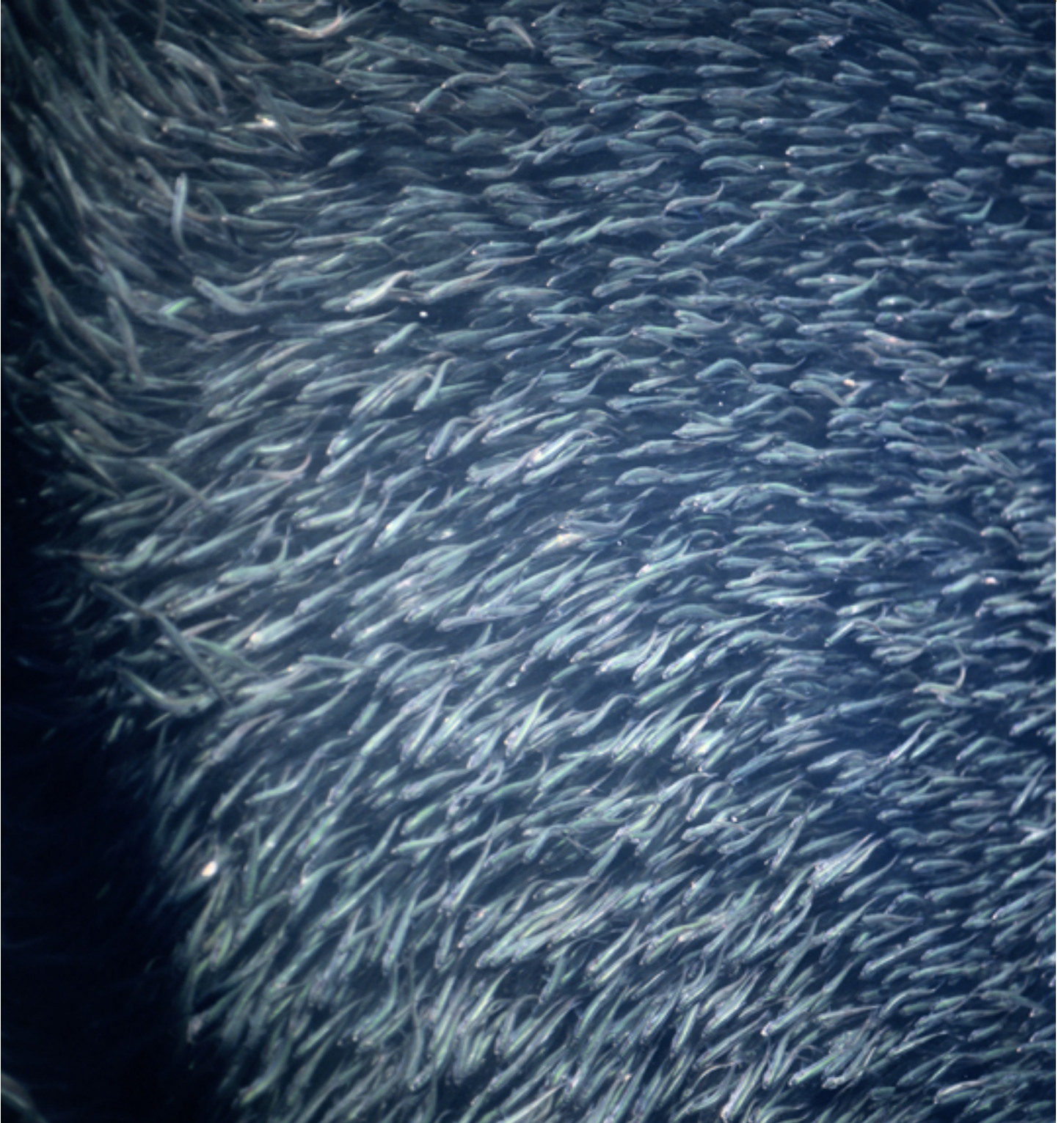


Working through larger suppliers

How can smaller suppliers access the public sector chain?



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Glossary of terms

Small and Medium Sized Enterprise (SME) is a company that employs no more than 249 permanent members of staff.

The **public sector** is defined as any authority set up to deliver public services and includes local authority councils, Central Government departments, the NHS and primary care trusts and emergency services such as Fire, Police and Ambulance.

A **Prime Contractor** in the context of this document means any supplier who takes on the responsibility as a first tier supplier for a contract and is responsible for the overall success of the contract and the supply chain of other suppliers and subcontractors.

Value for Money is calculated as the combination of whole life costs, which includes set up costs, running costs, and disposal costs that best meet the requirement of the contract.

A **supply chain** is the integrated network of suppliers that work to provide a service, goods or project under the terms of the contract. A supply chain can be complex and include suppliers from all over the world.

An **ethnic minority business enterprise (BME)** is a business that is at least 51% owned and operated by a person from one or more ethnic minority groups. An ethnic minority is anyone who defines themselves according to the British census categories, as being in a group other than White British.

Key Performance Indicators (KPIs) form a list of requirements that determine the performance measurement of a supplier and their ability to deliver the contract. There are measures attached which can be quantitative or qualitative.

A **Memorandum of Understanding (MoU)** is a document that sets out the rules that parties agree to work to. It is not legally binding but sets out clear expectations on what is acceptable from all parties involved.

PFI stands for Private Finance Initiative and is a contractual term for larger more complex projects where the private sector provides the funding for a public sector project like a school or hospital.

Women owned businesses are companies that are at least 51% owned and operated by a woman.

The **ICT** sector is the Information, Communication and Technology industry.

A **S.W.O.T** analysis looks at internal Strengths and Weaknesses and external Opportunities and Threats.

Introduction

Background

In May 2003, the Better Regulation Task Force – BRTF (now the Better Regulation Commission) looked into the reasons why smaller companies (SMEs) found it challenging working in the public sector and made 11 recommendations to reduce barriers that they face. One recommendation made by the BRTF was that public sector procurers should work with larger suppliers that commonly work with the public sector as prime contractors to improve the value for money that the supply chain offers. One way in which procurers and suppliers can improve value for money from subcontractors is to open up the supply chain to competition.

Why is this important?

Encouraging increased competition at the lower levels of the supply chain potentially opens the market to new entrants such as smaller, more diverse suppliers who might not have the capacity to tender successfully for a larger contract on their own.

As SMEs account for 99% of all UK businesses, and make up over 50% of the UK's annual turnover they are a vital part of the UK economy that public sector procurers cannot afford to ignore. The Chancellor announced in his pre-budget report in 2005 that the Government was committed to improving access to public sector procurement by reducing the barriers to entry identified by the BRTF in 2003.

One way for public sector procurers to achieve current objectives regarding Efficiency and Value for Money could be to achieve efficiency savings through aggregation, which often leads to larger contracts being carried out by prime-type contractors that require support from a supply chain.

This makes it even more important to ensure that SMEs can access lucrative public sector work through these larger suppliers. The following organisations have agreed to share their processes behind subcontracting in the hope that this will open up the supply chain to new entrants, SMEs and other diverse organisations who can offer innovation and value for money.

Understanding the subcontracting process

Each organisation profiled in this document has a unique way of working with their supply chain that they believe offers the best value for money for them. Each industry sector works differently, however, and each company within each sector works differently. There is no one way of working that can be applied across the board.

This document tries to set out the way each organisation works, what skills they are looking for, the minimum standards they would expect from a potential subcontractor and their basic guiding principles for working with subcontractors. Each organisation has supplied some contact details and any further queries regarding the processes can be directed to the organisation in question.

This document offers a small selection representing a cross-section of the range of larger suppliers that are considered 'key suppliers' to Central Civil Government. Enquiries about subcontracting opportunities from organisations not profiled in this document should be sent to the supplier in question.

How does BT work?

BT wants to build relationships with suppliers of all sizes who can provide the innovative products, services and solutions that BT's customers are increasingly demanding.

BT is committed to expanding opportunities for Small and Medium-sized Enterprises, Minority Business Enterprise, including Race, Disability and gender, to participate in their procurement activities.

BT buys for the whole of the company's requirements, not just for project specific requirements; therefore potential suppliers have a large potential market available to them. The search for "New Wave", or next generation, revenue opportunities has resulted in BT transforming its approach to innovation and developing what it calls its "Open Innovation Strategy"

The importance of "Open Innovation" in BT

Central to this strategy is recognition that BT's continued business success is dependant on its capability to harness and exploit innovation globally for the benefit of shareholders, employees and customers. BT's focus on "Open Innovation" effectively acknowledges that innovation in its own product lines is no longer enough to continue growing. In essence *how a company innovates* is just as important a source of sustainable market differentiation as *what it innovates*. BT's new open approach has meant that it is refreshing the way its people work and innovate every step along the value chain and importantly, the way it works even closer with external partners.

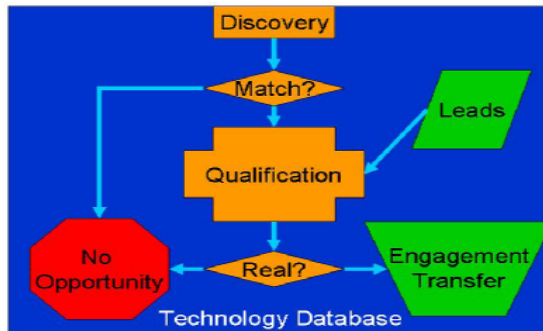
Today, BT's innovation strategy is centred on what it terms the "open innovation continuum". This is the framework BT uses to integrate its innovation activities: from idea creation; infrastructure design; making the proposition operational; developing the right channels to market for the product/service; to encouraging open learning and sharing of knowledge within each activity. It is shaped by continuous market, customer and technology insight provided by numerous innovation partners at each stage of the continuum including:

- BT customers
- Academic research partnerships
- Venturing partners
- Strategic business partnerships

BT's Open Innovation Strategy offers SMEs an unprecedented ability to engage with the company.

27 "hothouses" drive seeding innovation across BT under the auspices of Innovation Central. A small team in the BT Group Chief Technology Office (GCTO) that is responsible for quickly assembling temporary teams to quickly assess adjacent market opportunities manages this. The hothouse teams differ from traditional incubators because they have shorter timeframes, are temporary in nature, and that they work within existing business units to source ideas to be implemented by existing business units. This work is also supported by the innovation process with rapid acceleration and adoption of embryonic product or service concepts into the LOB (Lines of Business) product portfolios.

BT holds regular internal discussions to identify requirements for new suppliers and innovations. If your business is identified as being of potential interest to the BT Open Innovation programme the following process is undertaken:



All businesses who go through this process will be added to a database, so even if the business isn't followed-up by BT immediately, it may be in the future.

Who should I approach in BT?

The [BT website](#) has a full list of what BT buys.

Look for the appropriate commodity and then click on 'General Contact Details' for the email address or telephone number you can use to contact BT. However BT is always looking for innovative solutions and developments, particularly those which will further enhance BT's performance and / or improve their revenue returns. If you feel that your product / service falls into this category please let BT know via the relevant contact (using the route outlined above).

What is expected of me when I contact BT?

Your suitability to become a supplier to BT will be managed by the buyer within the relevant procurement domain.

BT's qualification and selection process will measure the degree to which your response meets a number of criteria, which will be tailored to the particular requirement. BT do not apply any common, mandatory criteria in the qualification and selection process, however, there are certain universal factors which will be considered by all of their buyers regardless of their domain responsibility. These are:

- Insurance
- Professional body status
- Quality
- Financial viability
- Capacity/capability
- Legal considerations
- Safety / security
- Ethical standards
- Generic standards

Suppliers able to meet BT's primary requirements listed above then need to ascertain if BT currently has a requirement for the product / service they are looking to provide. This can be done by accessing the [selling2BT](#) website.

Finally if BT does have a requirement for your product/service you need to contact the relevant BT buyer shown on the website who will then provide further details of the BT procurement process. Suppliers will only be engaged once a formal contract/purchase order has been agreed.

All suppliers will be expected to support BT's strategic objectives by constantly looking to innovate and improve their service/product offering and performance to BT.

All suppliers will be measured on the quality of the product/service and their overall performance to BT. The KPIs used to measure this performance vary depending on the critically to BT of the product or service being supplied. All suppliers will be advised of the relevant KPIs as part of the procurement sourcing process.

What can I do now?

You can register your interest in becoming a supplier to BT through their supplier registration process, which can be found on BT's [selling2bt](#) website.

Be familiar with the information on BT's [selling2bt](#) website.
Assure yourself that you can meet BT's primary requirements, which are listed above.

How long will it take?

If you approach BT via their supplier registration process you will receive a prompt response from the relevant BT buyer.

The Open Innovation Continuum process can take anything from just a few months to 18 months depending on the nature of the innovation and the business involved.

Capgemini

How does Capgemini work?

Capgemini is a leader in consulting, technology and outsourcing services. They help clients deal with changing business and technology issues. Relationships with clients are based on partnership – Capgemini bring experience, best practices and tools to apply to client's unique requirements. Capgemini offer a wide range of solutions within 3 key areas of focus

- Consulting Services
- Outsourcing Services
- Technology Services

Capgemini collaborate with clients, partners and suppliers in order to deliver the right solution. Capgemini refer to this as the [“Collaborative Business Experience”](#)

In order to achieve these aims Capgemini has introduced the “Business Network” within the UK and Ireland, which provides an open invitation to the SME community to get in touch and discuss opportunities with Capgemini.

The key purpose of the Business Network is to bring to the attention of Capgemini and its clients, new ideas, initiatives and advances in technology & services. In doing so, Capgemini aims to create a win-win for all concerned through innovation, opportunity, value and growth.

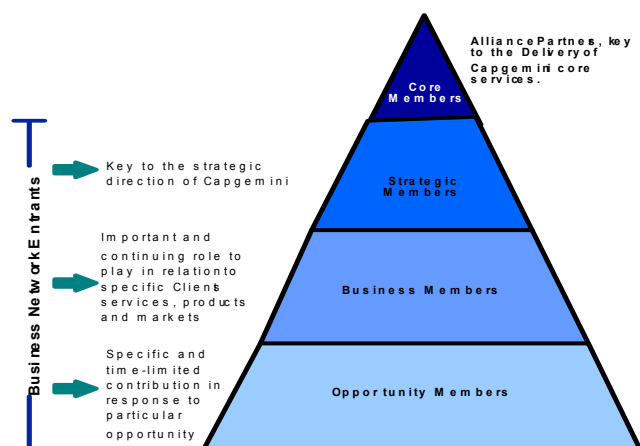
The Importance of The Business Network

Any business or individual with an idea, product or service likely to be of value to Capgemini and/or its clients, should seek to become a member of the Business Network.

Capgemini wish to hear from individuals and businesses whose products or services can offer value to Capgemini and their clients. The network is constantly evolving with new members and opportunities. Capgemini is actively working with many businesses in a number of areas including co-development and joint go to market opportunities as well as active engagements with clients.

The Business Network supports Capgemini's wish to provide a gateway for entrepreneurs and SMEs to establish collaborative business relationships with them. Capgemini provide an open door policy to all and with this in mind Capgemini is committed to equality and opportunity for all, irrespective of race, ethnic or national origins, religion, gender, marital status, sexual orientation, gender identity, disability, age, education and beliefs.

The model below illustrates how the “Business Network” works and the four levels of membership that it offers.



Please Note: Whilst there are four levels within this model, the top level “Core Members” represent Cap Gemini’s Global Alliance Partners and as such they stand outside the scope of the Business Network.

Who should I approach in Capgemini?

The Business Network is the first point of contact and a simple email expressing your interest will trigger the process. The address is: business.network.uk@capgemini.co.uk

The form you should request is called the Business Network Enquiry Form. When completed it should be returned to the Business Network by E-mail to business.network.uk@capgemini.co.uk


What is expected of me when I contact Capgemini?

In the first instance Capgemini will seek to collect basic information on the prospective member and what they have to offer. This stage is largely your responsibility as the prospective member but you will be provided with a form to complete covering:

- The nature of your proposition
- The value that you will add to the Business Network

The second stage will involve a Business Network Manager, who will assess the material you provided and where appropriate, discussions will be held with you covering:

- The financial and commercial standing of your organisation
- The products or services you offer including their applicability to Capgemini
- Your level of commitment to the Business Network (investment, skills and knowledge transfer, risk and reward involvement, etc) and acceptance of the membership principles which underpin the Business Network
- Your potential role in the Business Network



The third stage will involve exposure to the wider Capgemini business to discuss your proposals, joint opportunities etc in more detail.

Thereafter, if all parties agree the opportunities are worth pursuing Capgemini will formalise the relationship. This would typically involve an initial Memorandum of Understanding allied to appropriate commercial arrangements depending on the nature of the business you undertake together.

What can I do now?

You might wish to visit [Capgemini's website](#) to find out more about Capgemini, their business and services. In particular read about their "collaborative business experience". If you feel you have something to offer Capgemini and in turn they have something to offer you, then they would be delighted to hear from you.

How long will it take?

Your initial contact will trigger a reply within a matter of days. Following your submission of the relevant forms, the timescales will depend on the nature of your idea, technology or service.

Costain

How does Costain work?

65-70% of Costain's work is on Government contracts that fit into the following business areas:

- Asset Management
- Civil Engineering
- Building
- Oil, Gas and Processes
- PFI
- International
- Geotechnical Services

Costain has four key areas where the supply chain is more structured and rigid for the clients within the seven business areas listed above and the key areas where the supply chain possibilities exist are represented through the four-box model below

Complexity

A Mechanical & Engineering	B PFI Complex
C Commodity Goods	D Specialist solutions Single Sourcing

Value in £


Costain is limiting the access to subcontracting arrangements for PFI business due to the complexity and risk involved, but the specialist solutions area could yield some interesting opportunities under a framework arrangement .

Costain has 20 "key trades" in each of the 7 sectors listed above. Spend on subcontracted services accounts for 80% of Costain's overall spend, which in 2004 was over £400m. Costain manages the supply chain online through a system called iCosNet.

The importance of iCosNet in Costain

There is one 'list' that Costain uses for all its needs, whether you are a subcontractor, a supplier or an employee. This helps Costain track the relationship with its clients and the projects it is running. It helps track Costain's suppliers and subcontractors, as well as tracking invoicing and payment. This system is called iCosNet

Potential new suppliers to Costain are assessed through a Pre Qualification Questionnaire (PQQ) and are termed "level one" suppliers. You will be required to update the information you have given on this form periodically.



You stand a better chance of winning work if you are a “level two” supplier and level two suppliers who have a proven record of working with Costain will get fast tracked onto contracts.

You get on the level two supplier list if you are successful at the first stage by pre-qualifying. You will be sent a more detailed form or you will be given a login and password so can access a more detailed form online.

Costain refreshes their lists approximately every six months through applying Key Performance Indicators and continuous performance reviews.

What is expected of me when I contact Costain?

Costain adopts early supplier engagement and team work up front so that the bidding team will usually go on to form the team of contractors delivering the requirement. To ensure every supplier in the supply chain is compliant, Costain employs a 14-stage Gateway process. 5 Gates occur before Costain fills out a tender for the contract it wishes to bid for. As a result, you will become involved very early on in the process as Costain engage their suppliers before the bidding stage of any contracts being considered.

Processes tend to vary from contract to contract and Costain places considerable emphasis in working with subcontractors on partnership arrangements, shared attitudes and shared ways of working. This is reflected in the Gate process described above but Costain also applies some key performance indicators.

You will need to be prepared to be continuously reviewed against Costain’s KPIs, which for every project are:

- Health and Safety and the accident frequency ratio
- Cost of Overheads
- Cost of defects
- Client Satisfaction
- Performance
- Programme specific KPIs

This provides a visible audit trail and you will in turn review Costain and the Client. The above KPIs, including any programme specific KPIs add together to give a balanced score card. This is carried out every three months and a subcontractor can expect at least one on every contract.

Who should I approach in Costain?

For Asset Management contact the office in Cardiff on:
Asset Management Tel: 02920 757755

For business development in Civil Engineering you can contact the Maidenhead office on :
Civil Engineering Business Development Tel: 01628 842196

For building contact the head office in Maidenhead on:
Building Tel: 01628 842444

For Oil, Gas and Processes contact the Manchester office on:
Oil, Gas and Processes Tel: 0161 910 3444

For Geotechnical Services contact the Business Development Co-ordinator in Maidenhead on:
Geotechnical Services Business Development Co-ordinator Tel: 01628 842484

What can I do now?

You can request a handbook on Costain's Gate process to familiarise yourself with the system and terminology.

You can familiarise yourself with [iCosNet](#) which will set out in more detail what iCosNet is, the information it manages and how it can help you work with Costain.

You can register as a supplier to Costain through their supplier registration process, which is found online at

http://www.costain.com/contact/supplier_registration.htm

How long will it take?

Your initial enquiry form will go into a 'quarantine' pot, which allows time for your company to be vetted financially. If you fail at this stage you will receive a reply within 3 days.

After three days, you will receive access to a 'level two' questionnaire, which is more detailed. This will either be a form or a login and password to the iCosNet system.

How does EDS work?

EDS is dedicated to the successful transformation of its public sector clients in the UK. This transformation will enable clients to deliver policy outcomes and increase the value and benefit of the services its clients deliver to the public. When working with the public sector, EDS bring to bear global reach and capabilities, experience and innovation.

EDS is a leading provider of ICT services to both the private and public sectors. EDS have invested in the “Agility Alliance”, which is a global partnership of world class ICT organisations that provides customers with economies of scale and unique access to R&D on emerging technologies.

As the largest provider of ICT services to the UK public sector, EDS play a key part in Industry forums and policy consultations on the role of ICT in transforming services. For example, EDS was a founding contributor to the IT Supplier Code of Best Practice, which is available from the OGC Service Desk, and one of the first organisations to demonstrate how its principles are being embedded in delivery of services.

Services provided by EDS are informed and enriched by experience in deploying ICT in a wide range of situations. Customers of EDS can therefore have confidence that specialist solutions reflect not only best practice and innovation but also in-depth experience of practical issues and opportunities.

EDS appreciates that it is often difficult for SMEs to play a part in major public sector procurement, despite the fact that SMEs can often provide innovative solutions and add significant value to the services EDS offers in the public sector. For this reason EDS have developed the Incubator Programme for selected SMEs. This programme allows EDS to evaluate SMEs against a core set of criteria and then interact with the SMEs in a sustainable manner to both the SMEs and EDS benefit.

The importance of the Incubator Programme

The EDS UK Incubator program is an Information Communications and Technology (ICT) industry development initiative.

Its aims are simple: to support a unique selection of SME UK ICT organisations to market their services and products throughout the EDS global network of clients and industries.

It is anticipated that only a limited numbers of SMEs and their solutions will be selected for the programme on the basis of their innovation and uniqueness; along with the potential for integration with EDS' service offerings.

Who should I contact at EDS?

Contact the “Incubator” programme director who will process the initial information. The link below will tell you more about EDS support for SMEs and will give a contact number for the UK office.

<http://www.eds.com/about/locations/uk/>

What is expected of me when I contact EDS?

It is not enough that SMEs simply contact EDS. EDS will only work with you if

- You are adding, but not competing with an existing offering or partner
- You have been identified as a valuable addition and will complement EDS
- There is an immediate business need
- You have business maturity

Typically SMEs are evaluated against 2 criteria:

Adding to EDS existing Agile platform and Portfolio

Existing business opportunities with a good match

What can I do now?

You can have a look at the [EDS website](#) to gain an insight into how the company functions and the markets they operate in within the UK.

How long will it take?

As with all things – it depends!

Access to the Incubator programme is not guaranteed, but you may be able to find opportunities if you have an innovative product by working with EDS.

For a UK wide Framework Agreement between business, architects and procurement the likely timescale can be between 8 and 12 months. You must remember that a Framework Agreement is not a promise of work or a contract.

It can take even longer for a contract or a specific deal to come to fruition, at least 12 months. For shorter or lower value contracts it can take less time, approximately 6 months.

It is important to know that once EDS have seen what you can do you will be remembered and you could be signing ad hoc agreements in the interim thanks to EDS.

How does HP work?

HP operates a complex supply chain. In 2004, HP purchased approximately \$53 billion of products and materials, components and manufacturing, transport and other services from approximately 7,000 suppliers globally.

HP has consolidated its supply base during the last few years, and as a result their supply base is concentrated on a fewer number of suppliers. However, HP has a global policy and program to ensure that businesses such as SMEs have equal opportunity to become HP's suppliers.

In 2005 HP launched a supplier diversity program and supplier registration process for diverse businesses headquartered in the United Kingdom.

HP selects suppliers based on the merits of their products, services and business practices. HP's suppliers are a valuable resource and as such are evaluated and selected under strict controls to ensure that they will benefit not only HP but also HP's Customers.

The Importance Of Standards And Business Conduct

The bedrock for all of HP's business dealings is its Standards of Business Conduct. This sets a regulatory framework with many checkpoints and audit targets, which underpins all HP's business activity. HP expects the same from its business partners and 3rd party suppliers. The key elements of the Standards cover the following areas:

- Advertising practices
- Marketing & Sales Practices
- Public Sector Customers
- Export Control.
- Confidential Disclosure Agreements (CDA)

HP also expects their suppliers to operate in a socially and environmentally responsible manner. These expectations are set out in HP's [Supply Chain Social and Environmental Responsibility \(SER\) Policy](#) and the [Electronic Industry Code of Conduct \(EICC\)](#) which was developed to foster responsible labour, human rights, environmental, health and safety (EHS), and ethics practices across the electronics industry's global supply chain. HP will expect their suppliers to meet the requirements outlined in both of these documents.

Who should I approach in HP?

HP can be contacted through its Partner support organisation in Glasgow on 0141 342 6568 or through its [Supplier Enquiry website](#).

What is expected of me when I contact HP?

HP maintains a policy defining the strategy that must be followed when evaluating, engaging and managing subcontractors who deliver products or services on behalf of HP.

Selection criteria vary in detail depending on the Customer market focus, the product, the service, etc. However a typical list of selection criteria might include:


CRITERION	JUDGEMENT
Quality standards	ISO accreditation or equivalent
Commercial considerations	Pricing, on-going costs, guarantees, contracts including service level agreements
Supplier pedigree	The supplier must be financially sound, technically competent, be committed etc relevant to proposed products/ services.
Support	Overall support offered for the product, supplier's resources, product updates, maintenance and ongoing training.
Capability to meet technical specification	Features, performance, quality, capacity, reliability, expansibility etc
Electronic based catalogue	Ordering capabilities

As part of the evaluation/scoring exercise, a cross functional team is set up to contribute to both the accuracy and objectivity of the overall selection process.

If you are taken on as a supplier to HP, a Service Level Agreement will be introduced which outlines the obligations of both parties and which will incorporate key performance measures and a defined escalation path which is beneficial for both parties. Commercial reviews are conducted with key suppliers on a bi-annual basis.

Suppliers are to be measured and reviewed with respect to how they perform in the following areas:

- On-time delivery
- Quality
- Price
- Ease of doing business
- Financial stability
- Management



The Commodity Team responsible for the Supplier must determine the degree and frequency of this measurement and review. The degree and frequency are dependent upon the criteria for determining the extent of management discussed earlier.

A formal Supplier Review Meeting will be conducted with each Strategic Supplier at least once per year. The Review Meeting should be used as an opportunity to:

- Share with the Supplier HP's evaluation of the Supplier's performance.
- Address known problems with the Supplier that have not been satisfactorily resolved.
- Discuss new ideas and ways of improving the Supplier/HP relationship.
- A calendar of Supplier Review Meetings should be established and monitored on an ongoing basis.

More information on what HP expects of its suppliers can be found in its [Supplier Handbook](#).

What can I do now?

Have a look at the [HP Supplier portal website](#) which gives more information on how HP works with its suppliers.

You can register your interest in becoming a supplier to HP through their [Supplier Inquiry and Information website](#).

How long will it take?

If you approach HP via their supplier enquiry process, you will receive a response in a short space of time.

How does iCentrum work?

iCentrum is a membership organisation within the ICT environment that helps:

- Members research, identify and implement best practice.
- Members get products 'to market' more quickly with the use of the Solution Development & Demonstration Laboratory as a clean test environment to ensure the quality of member's products.
- Members exploit ideas and products and become more innovative.
- Get products to market through the partnerships and relationships that iCentrum have built.

The importance of "getting to Market"

Knowing how to get your innovative solution to the market can present lots of challenges. For example, is there a demand for your product, where are your potential customers?

iCentrum offers five areas where it can assist your company get your product to market.

Innovation

iCentrum can help you exploit your ideas and products and become more innovative. For example, product design can be a real differentiator and making use of iCentrum's Solution Development & Demonstration Laboratory can certainly help in this area.

Knowledge Management

Knowledge Management is based on the idea that an organisation's most valuable resource is the knowledge of its people. iCentrum can give you access to new knowledge through a series of informative seminars and workshops with partners such as BT, HP Labs, KPMG, Unisys, etc. iCentrum can give you the opportunity to discover what is happening in the wider market so that you can make the right decisions to improve your business.

Employing Best Practice

iCentrum helps its members research, identify and implement best practice, by organising and facilitating structured collaboration between member companies and by providing a unique improvement resource for its members and their employees.

Reducing 'Time to Market'

iCentrum can help you get your product 'to market' more quickly with the use of a Solution Development & Demonstration Laboratory as a clean test environment to ensure the quality of your product. If you need product development support then iCentrum can organise a Focus Group so that you can ensure that you have the correct marketing message.

Management of Supply Chain

Once you have developed your product, iCentrum can help you get it to market through the partnerships and relationships that iCentrum has built. For example, iCentrum is a chosen 'filter' for the EDS SME Incubator Programme (also profiled in this brochure), but whether that is through another member that has a strong position in a vertical market sector or whether it is a large service integrator looking for innovative products to add to its portfolio, iCentrum can help.

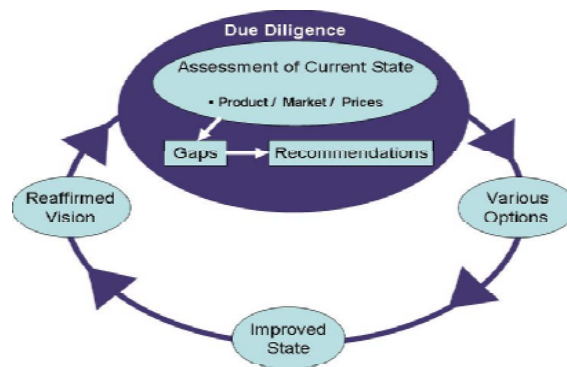
What is expected of me when I contact iCentrum?

iCentrum is based in Birmingham and have made it possible for you to access iCentrum's technology remotely provided that you have a reasonable internet connection. In fact, iCentrum have members across the West Midlands, London, Leicester, Manchester and Dublin!

iCentrum is best able to help companies that develop, own, control or influence the intellectual property of a product and following an introductory meeting iCentrum will know very quickly if they can help your business. Once your company becomes a member of iCentrum, they will take you through the iCentrum Framework including a Due Diligence process so that they can gain a greater understanding of your business and its needs.

Key areas that will be checked before you can move forward with iCentrum are:

- Analysis of company: Features / benefits, Competition, SWOT
- Market positioning : USPs, Standards, Pricing
- Routes to market: Direct, Channel, Partners
- Communication: Targets, Media, Collateral



Once your company has been through the iCentrum Framework, they can work with you to decide which of the five areas of support will benefit you the most.

iCentrum is funded through membership, and it will cost you an annual fee based on your company size to join.

Members < 20 Employees	£350 plus VAT per annum
Members 21 – 50 Employees	£550 plus VAT per annum
Members 51 – 100 Employees	£650 plus VAT per annum
Members 101 – 250 Employees	£850 plus VAT per annum
Members > 251 employees	£1400 plus VAT per annum

iCentrum will provide you with 35 hours of support per annum and you choose how they help you. If you want to run a series of tests then you can access the Solution Development & Demonstration Laboratory or you can choose a mixture of the following:

- Desk research
- Technology advice
- Marketing guidance
- Personal introductions

Who should I approach in iCentrum?

iCentrum is a membership organisation and you can find out more by visiting their [website](#).

How long will it take?

The iCentrum Framework is not a prescriptive model and they will support you in a way that is appropriate to you and your company. Their knowledge and experience means that they can quickly identify your needs and then set about finding a solution. If you are in the early stages of product development then helping you to reduce development lifecycle will be their focus. If you have stable and robust product with a suitable business plan they will concentrate on finding routes to market. Your current state determines the support they provide year after year.

How does LogicaCMG work with subcontractors?

LogicaCMG helps leading organisations worldwide achieve their business objectives through the innovative and timely delivery of new information technology and business processes.

LogicaCMG is a key IT supplier to the UK Public Sector. We help our clients implement their vision by innovating processes, leveraging technology, modernising IT systems and enhancing performance.

In satisfying Public Sector supply and service contracts LogicaCMG employs other companies who also provide innovation and best value for money. LogicaCMG is open to buying from other competent suppliers, including SMEs, the goods and services that it cannot fulfil internally.

Our procurements on behalf of clients are programme-specific and driven by our end clients' needs and timetables, which means that we do not have regular predictable requirements. Suppliers who have offerings that are relevant to a specific current opportunity are encouraged to contact us. If we do not have an immediate requirement for those offerings we will tell you, but will offer to keep your information on our files in case there is future interest.

LogicaCMG prides itself on providing innovation to the Public Sector so any offering you supply will need to be something special. LogicaCMG looks for innovations in the Defence, Health, Justice and Education sectors as well as Central and Local Government.

The Importance of Relationships

LogicaCMG will work with suppliers with whom it has formed a relationship. If you have never worked with LogicaCMG before, this is something you will have to focus on when you approach them. You can approach LogicaCMG by responding to the invitation on LogicaCMG's public sector web site (see below), through personal contacts that you may have within its employees or through meeting LogicaCMG in one of the public sector groups in Intellect.

LogicaCMG maintains internal approved lists of suppliers and it is useful to get your company name and your offering onto a list. As LogicaCMG seeks subcontractors on a project and programme basis and is often looking for very specialist, innovative solutions rather than general commodity goods and services. You stand a much better chance of getting on the approved list if you have something different to offer. The lists of suppliers are under constant review and update, so contact LogicaCMG sooner rather than later to avoid missing opportunities.

Who should I approach in LogicaCMG?

LogicaCMG has a website which sets out the markets in which it operates. The procurement function within LogicaCMG routes all enquiries coming from the website to the appropriate people within LogicaCMG.

What is expected of me when I contact LogicaCMG?

It is preferable that you have had some public sector experience or at the very least have an understanding of the process behind public sector purchasing, contracts and the importance of regulation that governs the process.

LogicaCMG will carry out a vendor check on you as part of its due diligence process, including assessment of quality standards and systems.

A key element of LogicaCMG's selection of its suppliers is establishing working relationships of mutual trust, so expect to invest some effort in building that trust.

LogicaCMG will ensure that value for money is derived from any potential subcontractor and identify any risks that will need to be appropriately managed. However LogicaCMG is keen to encourage innovation, so if you can offer something that is particularly unique, LogicaCMG will often bear commercial and technical risks that an SME on its own would not be able to carry in contracting with the public sector.

What can I do now?

You can apply to register as a supplier to LogicaCMG through its [online supplier registration process](#).

You should ensure search engines on the World Wide Web pick up your company as supplier of your differentiated offering. LogicaCMG uses search engines to fill gaps in its supply chain that cannot be satisfied by its established suppliers.

How long will it take?

LogicaCMG will respond to your registration within a month and if you are successful you will be placed on its supplier lists.

The process of qualifying as a supplier can be very quick for urgent requirements. You will not miss out on real business opportunities through delays in LogicaCMG's process. Commercial checks are only performed after both parties are convinced that there is value in the relationship.

After this stage, business will depend on opportunities arising for your offering. It could be that your offering is not utilised for several months. It is prudent to maintain your relationship with LogicaCMG so that when a suitable project comes up, your offering comes to mind. However, don't be too pushy if there are no opportunities – that can destroy the relationship.



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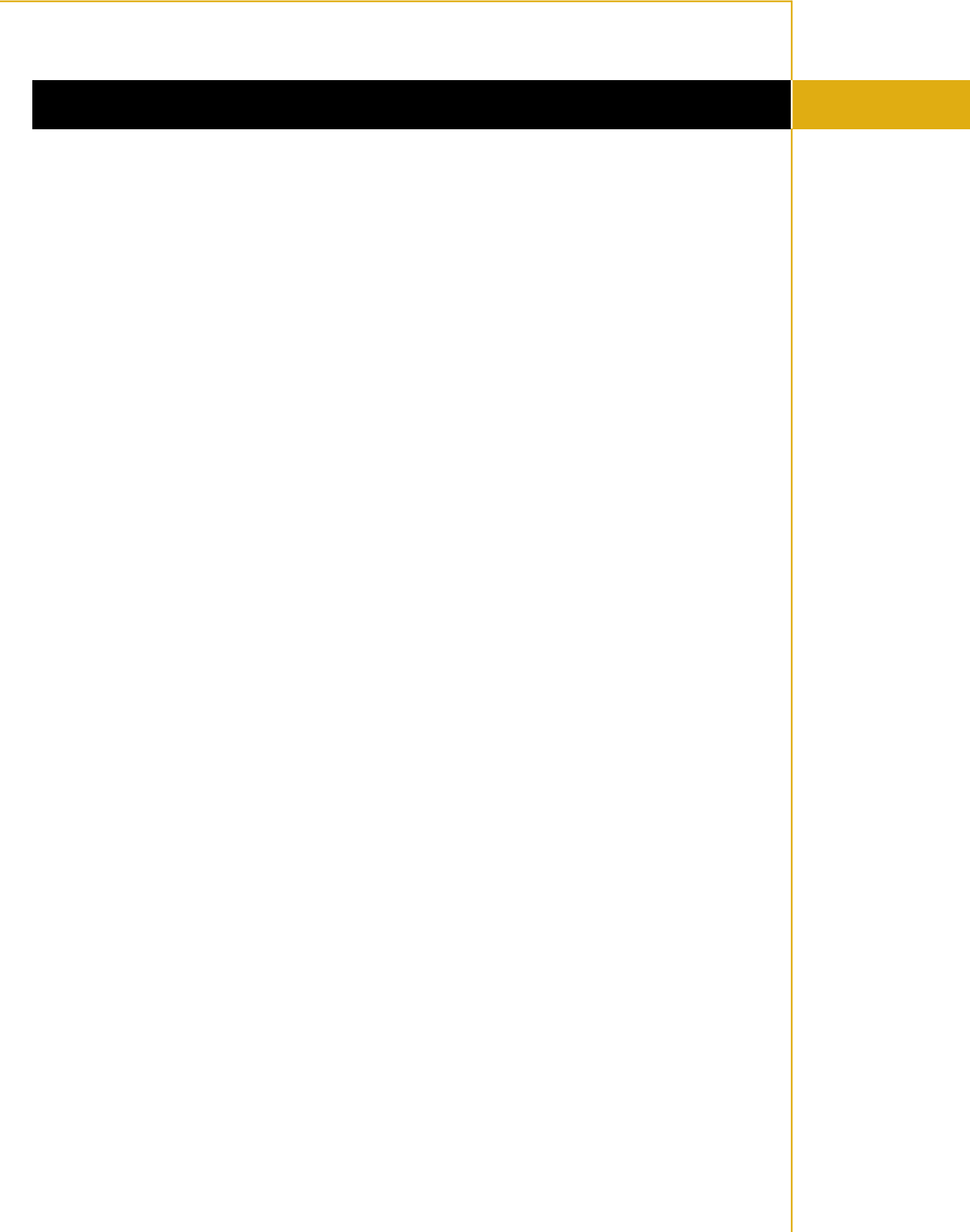
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The Office of Government Commerce





Office of Government Commerce

Office of Government Commerce, Trevelyan House, 26 – 30 Great Peter Street, London SW1P 2BY
Service Desk: 0845 000 4999 **E:** ServiceDesk@ogc.gsi.gov.uk **W:** www.ogc.gov.uk

About OGC

OGC - the UK Office of Government Commerce - is an Office of HM Treasury.

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OGC Service Desk

OGC customers can contact the ce OGC Service Desk about all aspects of OGC business.

The Service Desk will also channel queries to the appropriate second-li support. We look forward to hearing from you.

You can contact the Service Desk 8am - 6pm Monday to Friday

T: 0845 000 4999

E: ServiceDesk@ogc.gsi.gov.uk

W: www.ogc.gov.uk

Press enquiries

T: 020 7271 1318

F: 020 7271 1345

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