

Intellectual Property Office - Case Study

The skills required by the IPO were broad and encompassed:

- Application Master/ COBOL development
- ASP.Net/C# Development
- Business Analysis
- Desktop hardware support
- Java Development
- Network Support & Development
- Oracle Database Administration
- Oracle development
- SQL Server Administration
- SQL Server Development
- VB.Net/MOSS Development
- Technical Architecture
- Technical Support
- Testing
- UNIX Support and Development
- VB.Net Development



Buying solutions framework supplier LA International...

"Demonstrated a clear and concise methodology for the identification, technical evaluation and subsequent management of all ICT contractors... increased value for money and more efficient working practices"

The Intellectual Property Office (IPO) is the official government body responsible for granting Intellectual Property (IP) rights in the UK. These rights include: Patents • Designs • Trade marks • Copyright

The IPO is an Executive Agency of the Department for Business, Innovation and Skills (BIS). As part of BIS, the IPO is responsible for the role of IP rights in supporting innovation.

LA International had worked with the IPO since 2002, supplying contract ICT, Programme and Project Staff through a number of Buying Solutions Frameworks. The IPO has a substantial sized IT function which is staffed mostly by permanent civil servants, although contract ICT staff can be used to cope with peaks in demand, to provide skills transfer across to permanent staff and to backfill roles where IPO resource is utilised on a project.

The IPO is a mature user of contract staff within their ICT function and their experience has shown that their Procurement and ICT functions has expended significant time and effort in recruiting contract staff. This was something that the IPO wished to move away from and they sought a more efficient arrangement whereby a greater degree of ownership and responsibility could be absorbed by a single supplier

of short term contract ICT and Programme/Project staff rather than having to engage multiple suppliers. This arrangement allows LA International to identify and propose the right individuals with the necessary skills & experience required by the IPO.

Typically this type of contract would be awarded to a large IT Systems Integrator or Consultancy, as these organisations engage their own permanent resource from an existing pool and are generally associated with providing a more consolidated approach. However, this was not deemed to be the most appropriate route to market by the IPO based on a drive to reduce cost and increase service flexibility wherever possible. As such, the IPO looked for an innovative model of meeting their quality and cost requirements and, having successfully used Buying Solutions Frameworks and specifically the Specialist Contractors Category on many occasions, they recognised that this area of the Framework had the capability to achieve increased value for money through both cost reduction and sustainable service delivery.

The strategic call-off contract that the IPO wished to implement had a number of key components in order for them to achieve the outcomes they desired.

These included:

- Instead of issuing many individual "Invitations to Quote / job specifications" to a number of suppliers, they instead wanted to contact only the Primary Service Provider within this new arrangement to reduce time, administration and embedded costs.
- On receipt of a technical role description from IPO, they fully expected the Service Provider to use its judgement, expertise and market knowledge to select suitable and fit for purpose ICT/Project-based contractors on their behalf.
- The IPO wanted the successful service provider to manage the entire recruitment lifecycle including the technical evaluation process which was to include a full technical test and face to face interview. The service provider would then arrange for the contractor to start work on a due date indicated by the IPO, thereby removing the need for them to sift CV's or conduct interviews themselves.

LA International had delivered a number of similar solutions within the Public Sector and their innovative model demonstrated that the IPO's requirement could be successfully met through the Specialist Contractors Category of the Buying Solutions Framework.

Following an open competition run through the Specialist Contractors Category, LA International were awarded this framework contract on a sole supplier basis in 2008 and whilst Managed Service agreements and Neutral/Master Vendor arrangements are not uncommon routes for supplying staff to the Public Sector, the IPO have been one of the first and only government departments to recognise that the full ICT

contractor engagement process can be successfully outsourced.

By engaging a specialist Recruitment/Resource provider through a Buying Solutions Framework the IPO have demonstrated significant flexibility in their procurement approach, the result of which is a streamlined and cost-effective ICT contractor recruitment model that ensures the highest calibre of resources are provided in the most efficient manner possible.

Head of Procurement for the IPO, said: "The IPO wished to expedite the process of engaging ICT contractors and in doing so, create a model that was based on increased supplier management and shared risk. The proposal put forward by LA International not only demonstrated a clear and concise methodology for the identification, technical evaluation and subsequent management of all ICT contractors, it also offered increased value for money and more efficient working practices. The IPO has also benefited from LA International's experience in dealing with some internal constraints where they demonstrated real value added benefit in working closely with the IPO in achieving some challenging short term objectives.

In today's marketplace, Public Sector departments require their suppliers to reach very high standards of delivery and the IPO is no different. By utilising the Specialist Contractors Category of the Buying Solutions Framework, the IPO is satisfied that our requirements will continue to be met by a capable and fully EU compliant organisation."

buying solutions
supplier

