

Software-as-a-Service (SaaS) Framework Agreement for E-Government Procurement Solution

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by
Mokuolu A. Isaac, *MCIPS*
Senior e-Procurement Specialist

Framework Agreement

- ❑ Framework Agreement is an agreement with one or more firms that establishes the term and conditions that will govern any contract awarded during the term of the Framework Agreement (Call-off Contract)
- ❑ Multi-User Framework Agreement: 36 States (Sub-national) agreed to achieve reduction in cost, time and effort in selecting e-Procurement vendors; benefit of competitive pricing and economy of scale
- ❑ Lead Purchaser - responsible for managing and administering the Framework Agreement for use by the other participating Purchasers (also a Purchaser)
- ❑ The Framework Agreement concludes a standing offer by the Service Provider to provide the specified Services to the Purchaser(s) during the Term of the Framework Agreement, as and when the Purchaser(s) wishes to purchase them, through a Framework Contract

Framework Agreement and Framework Contract

Framework Agreement (FA)

- ◆ Signed between the Vendor and Lead Purchaser

Contains:

- ◆ the backbone of all core details that apply in all Framework Contracts (i.e. legal terms)
- ◆ the technical requirements that describe the system to be made available to all the States
- ◆ the basic services to be offered by the Vendor
- ◆ the basic price that all States will need to pay for the acquisition of the basic system
- ◆ the basic principles to follow (e.g. payment structure, deliverables, etc.)

Framework Contract (FC)

- ◆ Signed between the Vendor and participating State

Contains:

- ◆ the actual details that both parties will abide to (i.e. legal terms), if different than the FA
- ◆ the technical requirements (and specifics) that describe the system to be made available to each State, if different than the FA
- ◆ the services to be offered by the Vendor, specific to each State in addition to the FA
- ◆ the price that the State will pay for the acquisition of the system, including cost of additional requirements to the FA
- ◆ the principles to follow (e.g. payment structure, milestone, deliverables, etc.), if different from the FA

Components of the Framework Agreement

❑ Part A: Framework Agreement

- Introduction
- Agreement

❑ Part B: Framework Agreement General Provisions

- Section 1 - General Provision
- Section 2 – SaaS e-Procurement Project Scope
- Section 3 - Commencement, Modification, Termination and Completion
- Section 4 – Responsibilities of the Service Provider
- Section 5 - Responsibilities of the Purchaser
- Section 6 - Payments to the Service Provider
- Section 7 – Installation, Testing, Commissioning and Acceptance of the System
- Section 8 – Guarantees and Liabilities
- Section 9 – Settlement of Dispute
- Section 10 - Governance Model
- Section 11 - Service Provider's Personnel

❑ Part C: Framework Agreement Specific Provisions

❑ Part D: Service Levels Definition & Management

❑ Part E: Framework Agreement Schedules

Components of the Framework Agreement

❑ Part D: Service Levels Definition & Management

- Definition
- Breach Clause
- SLA Monitoring
- Issue Management Procedures
- SLA Change and Version Control

❑ Part E: Framework Agreement Schedules

- Schedule 1: Definitions
- Schedule 2: List of Potential Participating Purchasers
- Schedule 3 – Schedule of Requirements
- Schedule 4: Schedule of Services
- Schedule 5: Price Schedule
- Schedule 6: SLAs (during Systems Operations and Maintenance Phase)

Price Schedule

Supply and Installation Cost

- Project Mobilization and Planning
- Requirements Gathering and Blueprinting
- Solution Configuration and Customization
- Data digitization and migration
- Testing
- Training
- Project and Change Management
- Go-live and roll-out

Recurrent Cost

• SaaS Subscription Cost

- **Admin Users** (Included in e-PPS license)
- **Module Users** (Plan, Registration, Publishing, Tendering, Evaluation/Award, Contract Mgt., Reverse Auction, BI & Dashboard Reporting)

• Technical Support Service Cost

- User Support/Hot-Line
- Technical Assistance
- Warranty Defect Repair Service
- Post Warranty Maintenance Services

Key issues in SaaS Framework Agreement

- ❑ Compliance with Local Legislation
- ❑ Data Ownership
- ❑ Access and Use of Data
- ❑ Data Breach Protective Measures
- ❑ Data Recovery Plans
- ❑ Exit Management Plan: Transition service
- ❑ Service Assurance: Service Level Agreement, Monitoring, Compensation & Reporting

Thank You!