

Unit: CPC 423 Manage and use e-procurement to deliver priorities and outcomes (Commissioning, Procurement and Contracting)

Key Purpose

The key purpose identified for those working in commissioning, procurement and contracting is to: "Specify, shape and secure quality services, responses and projects that deliver improving outcomes for individuals, families and communities within the strategic objectives of the organisation"

Elements of competence

CPC 423 A Deliver priorities and outcomes through e-procurement
CPC 423 B Secure services through e-tendering
CPC 423 C Work with service providers through e-contract management

About this unit

This unit is concerned with how the procurement process is achieved using internet technology. The key elements of the process are still the same, and in principle you are doing the same things but the development of internet technology means that they can be achieved in a more efficient and co-ordinated way. There are other non-traditional approaches to procuring services such as competitive dialogue, but this unit is concerned with the use of internet technology.

Scope

The scope is here to give you guidance on possible areas to be covered in this unit. The terms in this section give you a list of options linked with words highlighted in bold in the performance criteria. You need to provide evidence for any option related to your work area.

Provide information: written (electronic or paper); verbal (face to face or telephone); directly to decision makers; or indirectly via a line manager or other person. Directly to those concerned; or indirectly through website, forum, newsletter, etc.

Values

The values underpinning this unit have been derived from the key purpose statement, the values and principles statement, relevant service standards and codes of practice for health and social care in the four UK countries. The values and principles statement is at the start of these units:

Key words and concepts

This section provides explanations of the key words and concepts used in this unit. In occupational standards it is quite common to find familiar words or phrases used, which, in the detail of the standards, may be used in a very particular way. **Therefore we would encourage you to read this section carefully before you begin working with the standards and to refer back to this section as required.**

Relevant people: people to whom a particular issue or incident is important or who are affected by it. Who the relevant people are can depend upon circumstances

CPC 423 A Deliver priorities and outcomes through e-procurement

Performance criteria

You need to show that you:

1. **Provide information** and engage individuals, families and communities with the e-procurement process
2. Explain clearly to individuals, families and communities how your electronic records management system is secured
3. Develop realistic plans to include small voluntary and micro- providers in the opportunity to access tenders through technology
4. Use your organisation's e-procurement tools in a way that complies with all relevant legislation and directives
5. Use an e-procurement provider database and sell side information to source potential providers in a way that complies with all requirements
6. Use management information effectively from the e-sourcing tool to support development of a specification for the outcomes you have to deliver
7. Use the e-procurement tools to collaborate with colleagues in other teams, or organisations who have

an interest in the outcomes, or colleagues from whom you need advice or information

CPC 423 B Procure services through e-tendering

Performance Criteria

You need to show that you:

1. Publish all the appropriate notices at the specified times through e-procurement tools
2. Collaborate with **relevant people** if necessary to agree an advert for the tender
3. Use e-tendering tools to rapidly publish a Request for Quotation for appropriate purchases
4. Advertise the tender and invite expressions of interest using e-tendering tools
5. Issue and receive pre-qualification questionnaires, if appropriate
6. Issue invitations to tender and keep submissions in a closed tender box until closing date, using e-tendering tools
7. Respond promptly to providers' questions, using the e-tendering tools
8. Use e-evaluation tools to evaluate tenders, using pre-agreed, weighted criteria
9. if appropriate following evaluation, conduct an e-auction among successful providers, using e-procurement tools
10. Award the contract using e-tendering tools to generate all contract documentation
11. Request feedback on the experience of using the e-tendering tools

CPC 423 C Work with service providers through e-contract management

Performance Criteria

You must show that you:

1. Ensure that service providers are familiar with all aspects of e-contract management, and know what to expect from the system
2. Respond promptly to alerts from the e-contract management system to any indications that agreed contractual criteria are not being met

3. Follow your organisation's procedures about whether concerns over contractual performance are system-generated through e-contract management, or whether direct contact with the service provider is preferred
4. Offer advice and support, either in direct contact, or through the e-contract management system, if a service provider's performance is giving cause for concern
5. Keep all service providers up to date with information and tendering opportunities through the e-tendering and e-contract management tools
6. Seek feedback on service providers' experiences of using an e-procurement system
7. Collate feedback from people using all the different tools in the e-procurement system and feed it into the appropriate form

Knowledge specification for the whole of this unit

Competent practice is a combination of the application of skills and knowledge informed by values and ethics. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this unit.

When using this specification **it is important to read the knowledge requirements in relation to the expectations and requirements of your job role.**

You need to show that you know, understand and can apply in practice:

Values

1. Legal and organisational requirements on equality, diversity, discrimination, rights, confidentiality and sharing of information when using e-procurement
2. How to manage ethical dilemmas and conflicts which can arise with using e-procurement
3. How to ensure that the working relationship with service providers is not lost through e-procurement
4. The impact of organisational structure and culture upon how flexibly and innovatively resources can be used
5. How to effectively challenge information, documents, systems, structures, procedures and practices that are discriminatory when using e-procurement

6. Legal and organisational requirements about safeguarding children and vulnerable adults
7. Why it is important to reflect on your own practice and identify areas for further development and how to do so

Legislation and organisational policy and procedures

8. Regulation, codes of practice and conduct relevant to yourself and others codes of practice and conduct, and standards and guidance relevant to your setting and own and the roles, responsibilities, accountability and duties of others when using e-procurement
9. Current local, UK and European legislation and directives organisational requirements, procedures and practices for:
 - a. e-procurement of services and supplies
 - b. e-tendering
 - c. data protection
 - d. risk assessment and management
 - e. best value
 - f. e-contract management
10. Key government initiatives which affect the organisation's practices when managing e-procurement
11. How to access, evaluate and influence organisational and workplace policies, procedures and systems for e-procurement

Theory and practice

12. How and where to access literature, information and support to inform your own and colleagues' practice in e-procurement
13. An up-to-date knowledge of:
 - a. best practice in e-procurement
 - b. government reports, inquiries and research relevant to e-procurement
14. Theories and models of:
 - a. public sector procurement
 - b. e-procurement
 - c. change management
 - d. project management
 - e. public sector commissioning
 - f. risk management

- g. cost-benefit analysis
 - h. market management
15. The use of evidence-based practice to:
- a. justify your actions and decisions
 - b. record and report processes and outcomes of your work