

SELECTION QUESTIONNAIRE

RELATING TO

THE PROVISION OF

AN INTRANET

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**Section One**

**Background**

UK Sport is the trading name of The United Kingdom Sports Council which was established by Royal Charter on 19 September 1996.

UK Sport are the nation’s trusted high-performance experts, powering our greatest athletes, teams, sports and events to achieve positive success. Through strategic leadership and investment of National Lottery and Government funds since its inception, UK Sport has transformed the high-performance sporting system, winning more Olympic and Paralympic medals than ever before and is recognised as one of the top nations in the world for event hosting capabilities.

UK Sport’s refreshed purpose from 2021 is to lead high-performance sport to enable extraordinary moments that enrich lives, and aims to work collaboratively with partners to deliver the greatest decade of extraordinary moments; reaching, inspiring and uniting the nation.

UK Sport actively works with its science, medicine and technology arm, the English Institute of Sport (EIS) and other Home Country Sports Institutes - the British Olympic Association (BOA) and British Paralympic Association (BPA) - and with other bodies such as the British Athletes’ Commission (BAC).

Additional general information about UK Spot can be found at [www.uksport.gov.uk](http://www.uksport.gov.uk).

**Intranet Project - Outline statement of scope of work**

Since March 2020, all UK Sport staff have been working remotely due to the coronavirus pandemic, which has shone a light on the failings of our current internal communications systems. UK Sport use SharePoint as our document management system with some intranet pages built around this, but the “intranet” has never been designed as a communications tool or with staff in mind. To this end, we would like to develop a brand new intranet using software as a service; one that fulfils staff needs and connects the staff to the organisation’s values and each other in a stronger way.

The contract shall commence on 18th October 2021 until 17th October 2024 unless terminated in accordance with the terms of the contract.

The selection questionnaire is a preliminary round of the tender process. It is designed to highlight the suitability of prospective suppliers to fulfil the specification of the tender. Suppliers unable to illustrate that they can meet these practical requirements will not be invited to tender for the full work.

**Timetable**

|  |  |
| --- | --- |
| **Date** | **Activity** |
| 13 July 2021 | Selection Questionnaire and ITT publication date |
| 12pm 20 July 2021 | Deadline for clarifying questions in relation to the Selection Questionnaire |
| 23 July 2021 | Answers to Selection Questionnaire clarifying questions published |
| 5pm on 30 July 2021 | Deadline for the receipt of Selection Questionnaires. Please submit to [jess.pether@uksport.gov.uk](mailto:jess.pether@uksport.gov.uk) |
| 6 Aug 2021 | Notification of successful/unsuccessful Selection Questionnaires |
| 5pm 11 August 2021 | Deadline for clarifying questions in relation to the ITT/Tender |
| 18 August 2021 | Answers to ITT/Tender clarifying questions |
| 12pm 3 September 2021 | Deadline for receipt of tenders. Please submit to [jess.pether@uksport.gov.uk](mailto:jess.pether@uksport.gov.uk) |

**Timetable A (No presentations)**

|  |  |
| --- | --- |
| 24 Sept 2021 | Completion of assessment of tenders and notification of successful tenderer/unsuccessful tenderers |
| 24 Sept-4 Oct 2021 | Standstill period (10 days) |

**Timetable B (Presentations)**

|  |  |
| --- | --- |
| **Date** | **Activity** |
| 24 Sept 2021 | Completion of assessment of tenders and notification of a) unsuccessful tenderers and b) those invited to presentation stage |
| w/c 27 Sept 2021 | Presentations held (exact dates TBC) |
| 8 Oct 2021 | Notification of unsuccessful/successful tenderers |
| 8-18 Oct 2021 | Standstill period (10 days) |

**Section two: Selection Questionnaire**

|  |  |  |  |
| --- | --- | --- | --- |
| **Requirement** | **Technical Notes** | **Yes** | **No** |
| **Profiles** |  |  |  |
| Staff profile pages (including role, contact information and bio) | Profile information is currently stored in Office 365 Delve, so profile functionality would need to be integrated (read/pull data) from this. |  |  |
| Profiles visible to other members of staff | Certain profile information (full name, role, team, directorate, email, mobile, phone, about me) will always be visible to other staff members as this is published in other Office 365 products that we use e.g. SharePoint, MS Teams, Outlook, Word, Excel etc. Staff could choose what other information (birthdays, home phone, projects, skills & expertise, education, interests & hobbies) they populate or share with others. |  |  |
| Profiles can be edited by user | Certain profile information (full name, role, team, directorate, email, mobile, phone) will be populated automatically (synced with Cascade/AD) and not editable by the user or anyone other than HR/IT. Staff could/would need to update other information themselves (about me, birthday, home phone, projects, skills & expertise, education, interests and hobbies). |  |  |
| Colleague directory that can be searched | People and profile information (e.g. job title, projects, skills etc.) are all searchable in Delve. Including documents that they/a team member/regular contact has worked on that might be relevant. Assuming they have permission to do so. |  |  |
| Organisation chart | Organisational hierarchy is clearly visible in Delve and can be clicked through at will. This is synced/pulled from Cascade/AD. |  |  |
| Users to be able to select their own expertise for other users to view | Projects, skills and expertise can be populated by individual users and shared with others as required. |  |  |
| Additional fields | Interests and hobbies can be populated by individual users and shared with others as required. |  |  |
| **Structure** |  |  |  |
| Intuitive and easy to follow structure | Having the ability to easily create/update and publish/hide pages is critical to the success of this solution. |  |  |
| Folders to organise documents | Further discussion around the structure/organisation of this needs to take place as ideally, all documents need to be stored in SharePoint and all videos in Stream. The solution will need to be able to integrate as much as possible with Office 365 to maintain a consistent look and feel. |  |  |
| Structure can be permissioned | Role-based access will be required for the intranet (e.g. who has the ability to edit pages or just read pages etc.) |  |  |
| Permissions can be managed against profile data or specific security groups | Integration with AD groups and users for role-based access will be required for the intranet, (e.g. who has the ability to edit pages or just read pages, manage security etc.) ideally with audience targeting capability. |  |  |
| **Content Features** |  |  |  |
| Content can be interacted with (favourited/liked) |  |  |  |
| Content can be commented on |  |  |  |
| Notifications can be set and locked centrally | This will be for mandatory reads/actions or emergency messages. Hyperlinks should also be able to be used in notifications. |  |  |
| Calendar of events (date, title, synopsis, registration link) |  |  |  |
| Forums where users can chat, interact, and ask questions (tagged to particular topics) and others can respond | Our current All Staff Hub on Teams will be "transferred" over to the intranet so that Teams can go back to being used just for work purposes. |  |  |
| Print-friendly pages |  |  |  |
| "Live" newsfeed on the homepage | Replacing the weekly internal newsletter that is currently email to staff. |  |  |
| Ability to automate/manage moderation of comments centrally (e.g. reporting inappropriate content, blocking certain words) |  |  |  |
| **Content** |  |  |  |
| User-friendly content management for non-expert users who will be using the platform to post and update content |  |  |  |
| Type of files can be uploaded: PDFs |  |  |  |
| Type of files can be uploaded: video, Word, PowerPoint, Excel |  |  |  |
| Rich text editor |  |  |  |
| Ability to embed content (videos, photos, YouTube videos, audio files, GIFs) on a page or within a news story |  |  |  |
| Easily create connections between content |  |  |  |
| There are content start and expiry dates that can be adjusted, and content can be scheduled for publication | Need to define what types of content this applies to and allow people to choose if they apply dates to content. |  |  |
| Page authors are informed about expiry dates for content they own |  |  |  |
| Integration with UK Sport social media feeds (Twitter, Instagram, Facebook, LinkedIn). These display on the homepage. |  |  |  |
| Configurable content approval process | To be discussed what content this would cover and when. |  |  |
| Content can be tagged with metadata |  |  |  |
| Rotating banner/slider on homepage to highlight particular news stories |  |  |  |
| **Branding** |  |  |  |
| Ability to brand the site with organisational logo and typeface |  |  |  |
| **Mobile access** |  |  |  |
| Mobile enabled which allows users to easily navigate the site on a phone or tablet | Broader question needs to be asked about what features should be available on mobile devices and further discussion about responsive pages. |  |  |
| **Search** |  |  |  |
| Robust search function - Looks at all content within the intranet |  |  |  |
| Search filters - Ability to filter search results |  |  |  |
| Search analytics |  |  |  |
| **Permissions** |  |  |  |
| Utilise security groups already in existence to manage permissions in platform | AD integration SSO |  |  |
| **Analytics** |  |  |  |
| Robust analytics available around page views, engagement with content, who viewed/commented, how often users log in etc. |  |  |  |
| **Technical** |  |  |  |
| Integration with other systems | Office 365 - SharePoint Online, Delve, Teams, Dynamics CRM, Yammer etc. |  |  |
| A support service (phone line/emails/chat function) is available during all working hours (at least) to help with issues or questions |  |  |  |
| **Security & Compliance** |  |  |  |
| Needs to comply with UK Sport cyber security policy/(SaaS) principals | Does the solution provider: Protect external data in transit using TLS? Protect external data in transit using correctly configured certificates? Protect internal data in transit between services using encryption? Protect internal data in transit between services using correctly configured certificates? If APIs are available, protect both internal and external APIs through an authentication method? If there is a concept of privilege levels in the service, have the ability for low privilege users to be created? If there is a concept of privilege levels, provide 2FA/multi-factor authentication? Collect logs of events? Make logs available to the client? Have a clear incident response and patching system in place to remedy any publicly reported issues in their service, or libraries that the service makes use of? Give clear and transparent details on their product and the implemented security features? |  |  |
| Retention policy to auto-archive/delete documents after a period of time, with flags and approval needed. Data classification. |  |  |  |