

**Bid Pack**

**Attachment 3 – Statement of Requirements**

Contract Reference: **CCTS23A12**

Government Commercial and Grants Digital Team, Digital

AWS/AZURE Contract

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# 1. PURPOSE

**1.1** The Government Commercial and Grants Digital Team (GCG) within the Government Commercial Function And Grants Directorate (GCFG) are seeking a supplier that can develop digital products and services on the AWS and Azure platforms.

# 2. BACKGROUND TO THE CONTRACTING AUTHORITY

At its inception in April 2022, the Government Commercial and Grants (GCG) Digital team took on responsibility for a number of business as usual services. These include Find a Tender, Contracts Finder, Spotlight, CaSIE and GGIS.

In addition, there are a number of new initiatives that require discovery and development activity, such as but not limited to the Transparency Platform

(supporting Government’s *Transforming Public Procurement* reform programme) and Plutus (a digital and data transformation project to increase due diligence capabilities, knowledge and skills relating to threats to National Security).

Further to these projects, a number of smaller but high priority requirements have been identified within the Government Commercial Function and Government Grants Management Function.

# 3. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

GCG has a number of existing digital services across the AWS and Azure platforms that have identified areas of development. Alongside this there is a backlog of potential new digital services that have completed discovery and await progressing to Alpha. This request seeks to contract a supplier that can build on discovery reports that recommend moving from discovery to Alpha and then Beta.

The supplier will build and test prototypes through Alpha and Beta phases of Agile delivery in line with the Digital Service Standard and Technology Code of Practice

The pipeline of these projects is currently unknown but many projects, if taken forward, will aid delivery of greater transparency, supplier assurance and improve effectiveness and efficiency across the Government Commercial Function and Government Grants Management Function.

**3.1** The supplier will be responsible for defined digital outcomes via project engagement letter that will define the statement of work. To deliver this the supplier will need to have experience and capabilities in User Research, Business Analysis, Software Development, Technical and Solution Architecture, Data Analysis and Migration as they progress digital outcomes through Alpha and Beta.

Each project will be outlined via a project engagement letter confirming the required the required digital output.

Please note that IR35 may apply to some projects and this will be confirmed on a case by case basis

Each project must also meet the required digital service standards and user needs. Detailed requirements are outlined at the onset of each digital sprint and in sprint planning sessions.

This is the model we intend to utilise on the wider portfolio of projects listed above. It will also allow us to support any urgent and emergency requirements.

# 4. DEFINITIONS

|  |  |
| --- | --- |
| **Expression or Acronym** | **Definition** |
| CaSIE | Contracts and Spend Insights Engine (CaSIE): a key commercial information system, currently powered by `Power  BI’. |
| CCIT | Commercial Continuous Improvement Team (CCIT) part of the Government Commercial Function (GCF). |
| Power BI | Power Business Intelligence: a business analytics service supported by Microsoft, utilised to leverage data insights |
| API | An application program interface (API) is a set of routines, protocols, and tools for building software applications. |
| Atamis, Jaggaer, SAP Ariba | Examples of 3rd party commercial systems used within central Government departments. These are the platforms that contain the source information required to be pulled into the CaSIE reporting platform. |
| CDIO | Cabinet Office Digital Information Office |

# 5. SCOPE OF REQUIREMENT

5.1 Each project / outcome will be defined to the supplier via a Project Engagement Letter. The outcomes will vary from developing an existing service to building an entirely new digital service on the AWS or Azure platforms.

1. All work will be carried out in accordance with the Digital Service Standard and Technology Code of Practice.
2. As the development progresses the supplier will be responsible for preparing for passing Alpha and Beta service assessments.
3. Please see;

8.1.1 [How](https://www.gov.uk/service-manual/agile-delivery/how-the-alpha-phase-works) [the](https://www.gov.uk/service-manual/agile-delivery/how-the-alpha-phase-works) [Alpha](https://www.gov.uk/service-manual/agile-delivery/how-the-alpha-phase-works) [Phase](https://www.gov.uk/service-manual/agile-delivery/how-the-alpha-phase-works) [Works](https://www.gov.uk/service-manual/agile-delivery/how-the-alpha-phase-works)

8.1.2 [How](https://www.gov.uk/service-manual/agile-delivery/how-the-beta-phase-works) [the](https://www.gov.uk/service-manual/agile-delivery/how-the-beta-phase-works) [Beta](https://www.gov.uk/service-manual/agile-delivery/how-the-beta-phase-works) [Phase](https://www.gov.uk/service-manual/agile-delivery/how-the-beta-phase-works) [Works](https://www.gov.uk/service-manual/agile-delivery/how-the-beta-phase-works)

1. The supplier will be responsible for coordinating user research activity and testing and data analysis. The scope of the project will also include developing prototypes or proof-of-concepts solutions to test new ideas or hypotheses. This may involve using design tools and methodologies, such as wireframing, user journey mapping and iterative testing. The goal of each project will be set out in a project engagement letter which will be issued to the supplier. This will be accompanied by the discovery report which will include recommendations and work done to date.

Each build will need to factor in and take account of;

* + Accessibility requirements and relevant standards
  + Legislation
  + Existing contractual commitments
  + Legacy technology
  + Existing processes and systems
  + Define potential benefits and risks
  + Business as usual operating model

To complete work throughout the Alpha and Beta phases the supplier will need to have the ability to deploy a full multi-disciplinary team. This will include capabilities across the following; It is not expected that each discovery will draw on every capability.

* + User Research
  + Business Analysis
  + Service / Interaction Designers
  + Content Designers
  + Technical / Solution Architecture
  + Software Developers
  + Data Analysis / Architecture
  + Product Management
  + Delivery Management
  + Performance Analysis

The Alpha and Beta phases will be complete when the relevant service assessment is passed.

# 10. THE REQUIREMENT

10.1 To meet the scope of the requirement in terms of delivery and quality. Each project will be set out in a project engagement letter. Requirements will include;

* User Research and Testing. Arranging stakeholder workshops to test hypotheses.
* Business analysis
* Completing project plans and documentation, this

includes and technical / solution architecture documents.

* Development costs and ongoing business as usual operating costs and model.
* Preparing for and passing service assessments.
  1. Individual projects will be developed which will be scoped and an estimate of cost provided by the supplier. The supplier will be responsible for effective project management including escalation of risks and issues and maintenance and reporting of a project plan.
  2. All changes and new features/releases to be available for testing on a development system prior to release.
  3. Clear documentation both technical and for end users to be created as a key part of all engagements.

1. **MANAGEMENT INFORMATION/REPORTING**

11.1 Supplier to provide monthly management information on work conducted under this agreement detailing time and costs and remaining budget. Project plans to be scoped for individual projects with monitoring and weekly reports provided during development sprints.

## 12. CONTINUOUS IMPROVEMENT

12.1 The Supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.

12.2 The Supplier should present new ways of working to the Authority during monthly Contract review meetings.

12.3 Changes to the way in which the Services are to be delivered must be brought to the Authority’s attention and agreed prior to any changes being implemented.

## 13. SUSTAINABILITY

13.1 The supplier should be able to demonstrate a commitment to operating in a sustainable manner. Note that this includes environmental sustainability as well as social value more broadly.

## 14. QUALITY

14.1 The supplier will internally review the outputs for pieces of work (and provide evidence of this review) before they are released for CCIT testing.

14.2 Automated tests of data outputs should also be developed by the supplier to identify any issues with technical outputs developed. A reconciliation of numbers to source data will be demonstrated by the supplier for all projects.

14.3 Feedback from the GCG team will be provided on a regular basis. This will be used as a qualitative measure of quality. The supplier will be responsible for hosting retrospectives at the end of projects or significant milestones to ensure feedback is collated, documented, discussed and acted on for both the supplier and buyer.

1. **PRICE**
   1. For each piece of work to be undertaken, the ‘project’ shall be scoped and a provisional development time and cost estimate provided by the supplier. Projects will be completed in agile sprints, with close working between the supplier and the CCIT. Ongoing monitoring of work against costs during project sprints with a weekly update of progress distributed by the supplier.
   2. Bidders should provide day rates of staff aligned to role (experience/knowledge level) as part of a bid.
   3. Prices are to be submitted via the Price Schedule excluding VAT and including all other expenses relating to Contract delivery.
   4. The cost of each build will be dependent on the scale and complexity of the solution.
2. **STAFF AND CUSTOMER SERVICE**
   1. The Supplier shall provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service. The Authority shall be given 7 day’s notice prior to any resource changes.
   2. The Supplier’s staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract to the required standard.
   3. The Supplier shall ensure that staff understand the Authority’s vision and objectives and will provide excellent customer service to the Authority throughout the duration of the Contract.

## 17. SERVICE LEVELS AND PERFORMANCE

17.1 The Authority will measure the quality of the Supplier’s delivery by:

|  |  |  |  |
| --- | --- | --- | --- |
| **PI/SL**  **A** | **Service Area** | **KPI/SLA description** | **Target** |
| **1** | **Availability** | **24/7 service availability where not determined by 3rd party infrastructure providers.** | **99.9%** |
| **2** | **Responsiveness** | **Service management (request support). Emails responded to within 24 hours** | **95%** |
| **3** | **Quality** | **Fulfils the mandatory requirements detailed in this Statement of Requirements** | **95%** |
| **4** | **Security** | **Data is handled in line with requirements outlined in the contract agreement. No unauthorised access to data occurs.** | **100%** |

17.2 Payment may be withheld until work is completed to a satisfactory standard.

17.3 Where a supplier fails to meet the stated KPIs on a regular basis the contracting authority will have the power to terminate the contract.

## 18. SECURITY AND CONFIDENTIALITY REQUIREMENTS

18.1 The Supplier will ensure cyber-essentials training is completed and adhered to by staff working on this contract. Adherence to National Cyber Security Centre (Cloud Security Guidance - 14 Cloud Security Principles) and Schedule 1 to the G-Cloud framework (risk management and cyber-security) is also expected.

18.2 Staff working on the project will be handling information up to OFFICIAL (including information with the designation SENSITIVE). It is therefore that the appropriate security checks are in place for staff (BPSS).

18.3 Intellectual Property Control Rights will be retained by the Authority in the event of Supplier failure and/or Authority/Supplier withdrawal and/or cancellation.

18.4 The 3rd party will be a data processor of personal data. They must demonstrate that they have appropriate processes and controls in place to handle such information in compliance with the General Data Protection Regulation and best practice data handling principles.

# PAYMENT AND INVOICING

* 1. Payment will be monthly in arrears.
  2. Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables.
  3. Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.
  4. The Supplier will issue electronic invoices as per the schedule above. The Buyer will pay the Supplier within 30 days of receipt of a valid invoice. Invoices will be sent to **REDACTED TEXT under FOIA Section 40, Personal Information**
  5. All invoices must include:
     + A unique identification number
     + Your Company name, address and contact information
     + The Company name and address of the customer you're invoicing
     + A clear description of what you're charging for
     + The date the goods or service were provided (supply date) : The date of the invoice
     + The amount(s) being charged
     + VAT amount if applicable
     + The total amount owed
     + Must quote a valid Purchase Order Number.

1. **CONTRACT MANAGEMENT**
   1. Contract management meetings will occur monthly. Supplier to provide an update on work undertaken and their associated costs and remaining budget prior to each meeting.
   2. Attendance at Contract Review meetings shall be at the Supplier’s own expense (meetings can occur virtually when possible).

## 21. LOCATION

21.1 The location of the Services will be carried out at

○ **REDACTED TEXT under FOIA Section 40, Personal Information**