

INVITATION TO TENDER FOR THE OS CUSTOMER FEEDBACK APPLICATION

OS tender reference: TS0489.2017

RESPONSE TO CLARIFICATION QUESTIONS

22/02/2017

Clarification questions received, with Ordnance Survey answers.

1. Would you consider a Microsoft solution?
Answer: Yes
2. What is the existing systems that you use?
Answer: Bespoke internal system
3. Have they got an Enterprise agreement in place?
Answer: N/A
4. Do you already have a system in mind that you are wishing to use?
Answer: No
5. Do you require support for the system once it is put in place?
Answer: Yes

23/02/2017

Clarification questions received, with Ordnance Survey answers.

1. the tender refers to an SOR Response Template which (as far as we can see) is not provided. Should we simply create a response based upon each of the sections in the SOR?
Answer: Yes please respond based upon the SOR sections, the reference to the template in the tender is an error, apologies for the confusion.
2. Could the Mastermap Topography layer be provided via the OS API and if so would OS waive the cost of the API for this contract (given it is for their service)
Answer: Suitable access to OS data that is appropriate for the tendered service will be provided without charge but with appropriate license restrictions (that is, use for this tendered service only)
3. Appendix 5 requires submission of:-

- Requirements, Evaluation & Award Criteria and Response Document
- Pricing and payment Schedule
- Project plan

Can these be combined with the SOR response, or are they required as separate documents

Answer: Please provide these as separate documents or appendices to the SOR response.

23/02/2017

Clarification questions received, with Ordnance Survey answers.

1. What is the budget for the Customer Feedback Service application?

Answer: £25,000 (as included within the advert).

2. the timescales for delivery – you have physical demonstrations 20/21 March, award decision 23/3 and contract go-live 6/4. What does contract “go-live” mean?

Answer: The point at which we will start to work together on the solution, following the 2 week standstill period.

When is the actual go-live date for the application?

Answer: Eight weeks from contract go-live date

3. further to 2. above – the evaluation criteria mentions making the tool available to OS to collaboratively work with the supplier – where and how does that fit into the delivery timescale – from 6/4 onwards?

Answer: Yes, the intention would be to begin collaborative work with the successful bidder from the go live date, timetabled as 6th April 2017.

4. how do you envisage the supplier and OS working collaboratively on the application given the potential for incompatibilities on tooling and technologies as well as the potential time/cost to set up distributed development processes and systems?

Answer :

OS has a cross functional team established for the tendering period and also for solution implementation including solution architecture, domain experts, senior users, analyst and project management . We would expect a kick off and mobilisation period with the supplier followed by (if appropriate, agile) implementation led by the supplier. Effective working methods will be established at the kick off and we have extensive experience of working collaboratively with external suppliers and their teams.

Rather than OS getting involved in developing the tooling and technologies of the service ourselves OS envisage a number of requirement exploration sessions with the supplier and a number of iterations of the application against those requirements which we would provide feedback upon. At the same time we will lead on integration with our current processes and systems. Integration with our current manual processes are our focus. Integration with systems is something we are looking for potential capability only at this stage.

(Further clarification ref the above question 4)

We won't, however, be looking to distribute any development/coding effort between the supplier and OS, which will remain solely with the supplier.

01/03/2017

Clarification questions received, with Ordnance Survey answers.

1. Is the budget you've indicated just for the initial 12 months – the contract document states the term is 3 years initially with an optional extension of up to 2 years?

Answer: The budget indicated would be for the initial 12 months, apologies if this was unclear in the ITT.

2. What is the nature of support required – this could be a combination of cloud hosting/infrastructure (for a SaaS) solution as well as technical support/servicedesk?

Answer: If the solution is bespoke software developed exclusively for OS, we'd require installation and configuration support onto our own infrastructure (or infrastructure OS controls in a public cloud like Azure), plus at least a 90-day warranty for bug fixes, ranging anything up to a full-stack service offering with an annual maintenance budget (as a % per annum of initial software cost) and ticketing/helpdesk facility.

However, if it's a pre-existing fully-managed SaaS solution, OS may need minor configuration support, depending on how much adaptation is required to meet OS's requirements, and OS anticipates the successful bidder would already have a ticketing/helpdesk system in place.

3. On the one hand you're asking for a solution that is proven in the marketplace that you want to white label, yet on the other, you want to include a period of 8 weeks for requirements exploration, customisation and further development etc. Can you clarify?

Answer: OS is seeking to use an off-the-shelf product/service where possible, but one which has the flexibility to customise/configure it, if required, to meet OS's stated functional requirements (this is the quoted 8 weeks). We have a preference for SaaS solutions.