

**REQUEST FOR INFORMATION**

**DYNAMICS 365 & POWER AUTOMATE TRAINING**

**October 2021**

**CUSTOMER:**  Insolvency Service

**START DATE:**  22/10/2021

**DATE RESPONSE REQUIRED:** 29/10/2021

Dear Supplier

This Request for Information (RFI) is seeking information relating to training for Dynamics 365 and Power Automate.

# ABOUT US

The Insolvency Service is a government agency that provides services to those affected by financial distress or failure.

We play a vital part in promoting long-term economic growth by dealing with financial failure and giving confidence to lend.

Our goal is a fair and open insolvency system that works well, and a marketplace that is fair for businesses and individuals.

We work across boundaries within government and collaborate with our partners in the insolvency sector.

* our official receivers deal with personal debts and insolvent businesses – realising and distributing assets, helping people back on their feet financially and carrying out investigations to support the integrity of the insolvency system
* our investigators scrutinise director and corporate behaviour, investigating and disqualifying those who abuse the system – protecting the economy to the tune of £100,000 economic benefit for every disqualified director
* our Redundancy Payments Service ensures people receive redundancy pay and other statutory entitlements when a company fails – protecting people at a time when they may be at their most financially vulnerable

We maintain the standards that help make Britain one of the best places in the world to do business. We are proud to provide an insolvency regime which is highly regarded globally. We authorise and regulate the insolvency profession. We deliver insolvency services, often when there is no private sector practitioner. Where legislation needs improving, we advise on the changes required.

Treating each of our customers as an individual and with respect is at the heart of what we do. We balance our efforts in protecting creditors and the public from misconduct and scams, with providing help to individuals and companies going through financial failure – providing a proper way out. We continuously improve our services and are moving more services online so people can connect with us better.

Our people have a unique blend of talent and exceptional skills. We draw upon a wide range of expertise across the agency and intelligence from a variety of sources. As unbiased, professional experts, we also have excellent connections with wider government, the legal profession and other stakeholders.

Together as the Insolvency Service, we provide leadership across the insolvency sector and deliver integrated, valuable services where they are needed.

# REQUIREMENT

The Operational Service Management (OSM) Team administer selected systems that are used by the business to ensure that they are configured correct for their needs. One of those systems is the Dynamics Case Management System (CMS) which is used for Redundancy Payments and Breathing Space.

The OSM team are seeking Dynamics training which specifically relates to the ability to build and embed functional workflows and also the ability to use a bolt on application called Power Automate. The office is in Birmingham and the team (6 people) would prefer onsite face to face classroom style training event where they can ask questions and build/reverse engineer workflows that already exist. Training is to be provided as soon as possible, ideally in November.

Potential suppliers are requested to provide a suggested course outline for this training and a quote for such.

Please note:

* We reserve the right not to proceed progress this requirement. Nothing shall constitute a commitment to ordering unless we enter into a contract with a Potential Provider.
* Should a contract be entered into, the Potential Provider agrees to supply the services in accordance the contract.
* Any and all costs associated with the providing a response to this RFI must be borne by the Supplier. We will not contribute in any way to meeting production costs of any response.

# GENERAL CONTACT POINT FOR THIS RFI

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