



Crown
Commercial
Service

Statement of Requirements- Provision of Business Architecture Services

Contract Reference: CCCC20B41

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Statement of Requirements
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V1.1

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1. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

- 1.1 The concept of the reviewing the CCS Business Model is part of the strategy discussion by the Executive Board. Therefore to reach consensus and commit to changes to the business design and augmentation of the existing business and technology architecture, PA are required to review the strategy development and the gap analysis of the, support that is required.
- 1.2 CCS wants to support the current capability model that to enable a recommended future business model and the delivery roadmap to implement a business and technology architecture design programme that would fill those gaps?

2. DEFINITIONS

Expression or Acronym	Definition
BAU	Business as Usual
BPR	Buckingham Palace Road
CCS	Crown Commercial Service
GDS	Government Digital Services
KPI	Key Performance Indicator
OJEU	Official Journal of the European Union
RAID	Risks, Assumptions, Issues and Dependencies
IPR	Intellectual Property Rights
ExBo	Executive Board
PPt	Report/Presentation section

3. SCOPE OF REQUIREMENT

- 3.1 Complete a discovery exercise for CCS to ensure the strategy delivery underpins the augmentation of the current business model.

4. THE REQUIREMENT

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5. CONTINUOUS IMPROVEMENT

- 5.1 The Supplier will be expected to continually improve the way in which the required services are to be delivered throughout the Contract duration.
- 5.2 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.

6. SUSTAINABILITY

- 6.1 Meetings will be held in the most effective format i.e. use of technology instead of face to face meetings where appropriate, provision of electronic report to prevent high paper usage.

7. QUALITY

- 7.1 The consultancy advice should meet the specification set out in the CCS MCF2 framework.

8. STAFF AND CUSTOMER SERVICE

- 8.1 Please also note the Open contract standards which CCS must adhere too during the design of Scale <https://www.gov.uk/government/publications/open-standards-for-government/open-contracting-data-standard-profile>
- 8.2 The Supplier shall provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service.
- 8.3 The Supplier's staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract to the required standard.
- 8.4 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.
- 8.5 12.5 Key personnel names and contact details are required;
 - 8.5.1 Account Manager
 - 8.5.2 Delivery Lead
 - 8.5.3 Lead Developer & Business Analyst
- 8.6 CCS key personnel;
 - 8.6.1 Deputy Director (Programme Delivery) - Mel Frankham

Any change of key personnel need to be approved with CCS and bio's provided to ensure suitable personnel are appointed in their place, please provide 4 weeks notice to CCS before the change.

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9. CONTRACT MANAGEMENT

- 9.1 The supplier will be expected to attend and report on Programme delivery, and the Transformation working groups, stand ups and communication events.
- 9.2 Attendance at Contract Review meetings shall be at the Supplier's own expense.
- 9.3 The delivery partner will provide a dedicated account manager with a nominated deputy who can act in their absence.
- 9.4 The delivery partner will provide details of their business continuity/disaster recovery arrangements to ensure deliverables are met.

10. LOCATION

- 10.1 The location of the Services will be carried out at the offices of the delivery partner or CCS (Newport/London/Liverpool) these should be provided in the bid to CCS
- 10.2 Near and Offshore - explore and provide details of delivery partners resources that are not staffing these should be provided in the bid to CCS.
- 10.3 These requirements indicate how to effectively deliver Scale for CCS, and the best environment. Exclusions for National Holidays will be agreed with CCS