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# WHATS INCLUDED

Customer Requirements (this document)

Appendix A – Award Questionnaire (template to be completed)

Appendix B – Supplier Pricing Matrix (template to be completed)

Appendix C – Call-Off Contract (Part A&B) (Customer specific terms)

– Call-Off Contract (Part C) (Standard Terms and Conditions)

Appendix D – Supplier List for Consortium Possibilities (if applicable)

OVERVIEW

|  |  |
| --- | --- |
| CCS Project Lead: | Emilia Cedeno / Amy Retallack |
| Customer:  | Home Office (Digital) |
| Delivery Location: | Sheffield, Croydon, London |
| Phase(s):  | Alpha, Beta, Live  |
| Project:  | DS02- 098 HO Securing our Borders |
| Required Capabilities: | Include, but are not limited to:√ Software engineering and On-going Support√ Agile Product Design & Delivery√ Front-end Design and Interaction Design√ System Administrations and Web Operations |
| Subcontracting Permitted?[supplier must have all required capabilities, but may subcontract to supplement their resource if required] | Yes  |
| Supplier Partnering Permitted?[suppliers who do not hold all the required capabilities, but wish to bid for all, may partner with another supplier on the framework who does hold the capabilities they need] | Yes  |
| Contract Charging Mechanism (Alpha Phase): | Capped Time and Materials |
| Contract Charging Mechanism (Beta Phase): | Capped Time and Materials |
| Contract Charging Mechanism (Live Phase): | Capped Time and Materials |
| Tender Publish Date:  | 08/02/2016 |
| Tender Submission Deadline: | 25/02/2016 |
| Proposed length of phase:  | 24 months |
| Proposed Commencement Date of Project: | 17/03/2016 |

LOTTING STRUCTURE

## The Customer has structured this procurement as follows:

|  |  |
| --- | --- |
| **Lot 1**  | Software Engineering and Ongoing Support* Tech Architect/Lead x 2
* Developer x 4

Agile Product Design & Delivery* Product Manager x 1
* Delivery Manager x 1

Front-end Design and Interaction Design* Designer x 1

System Administration and Web Operations* Web Ops/ DevOps x 2

Home Office cannot provide a guarantee of work:* Although the below is our current requirement at this time, the roles/capabilities may occasionally change and some additional resource could be required;
* As Home Office have retained overall decision making authority, we are not obliged to keep the relevant resource on staff if a project is cancelled, closed or scaled down;
* At all times Home Office will select the best-fit resources from multiple suppliers and therefore there is no guarantee that all resources identified for a particular lot will be delivered through a single contractor.

**Breakdown of the roles**DSAB:* Tech Architect/ Lead x2
* Web Ops/Dev Ops x 1

EVW* Developer x1
* Web Ops/Dev Ops x1

Passports * Developers x 3
* Designer x 1
* Product Manager x1

Registered Traveller* Delivery Manager x1
 |

TIMESCALES

The Customer or CCS may change this timetable at any time. The Potential Provider will be informed by email if there are any changes to this timetable.

## It is the Potential Provider’s responsibility to monitor the online messaging facility (e-Sourcing).

|  |  |  |
| --- | --- | --- |
| **DATE** | **WHO** | **ACTIVITY** |
| 08/02/2016 | CCS | **Publish requirements to Potential Providers** Clarification period starts |
| 10/02/2016 | CCS, Customer & Potential Providers | **Clarification Webinar 14:00**Invite to webinar will be issued via the CCS eSourcing Suite. All questions and responses will be published via eSourcing Suite. |
| 16/02/2016 | Potential Providers | **Clarification Question period closes**Please submit all clarification questions by 23:59hrsPlease note that we aim to publish all response to Q&A within 24hrs |
| 25/02/2016 | Potential Providers | **Submission Deadline** Potential Provider must upload submission to the eSourcing suite by 12:00noon |
| 04 – 07/03/2016 | Potential Providers & Customer | **Presentation and Scrutiny**Presentation by Potential Suppliers, followed by Q&A  |
| 08/03/2016 |  | **Award Notification**Publish Successful and un-successful Potential Providers. |
| 17/03/2016 |  | **Expected "Commencement Date" for Call-Off Contract/s** |

KEY DELIVERY DATES Durations for pricing

|  |  |
| --- | --- |
| PROJECT PHASES | Duration |
| Alpha | 6 months |
| Beta | 6 months |
| Live | 24 months |

\*\*This is not brand new work and dates are subject to change\*\*

**Each work stream has its own key delivery dates as follows; this is for information only**

**Registered Traveller –** Live Service (up to 24 months)

**Global Entry –** Live Service(up to 24 months)

**EVW –** Public Beta (4/5 months), Live (19 months)

**Passports –** existing team and a continuous pipeline of delivery Beta (24 months) **DSAB –** Alpha (6 months) Beta (6 months) Live (12 months)

CURRENT SITUATION / BACKGROUND INFORMATION

1. Home Office digital designs, builds and develops products for the rest of the department and for government. Our services are used by millions of people a week and sit at the core of the Home Office's function. Digital and technology solutions are helping the Home Office to provide simpler, clearer and faster services that meet the needs of our users. We need digital services to help us design, build and develop these products and deliver these outcomes.
2. Home Office Digital are working to **secure our Borders** by supporting Border Force and HM Passport Office to deliver digital passport and border systems and by supporting vital data linkages between the two. These services are jointly staffed by Home Office personnel, other suppliers and staff provided by the successful supplier(s).
3. This encompasses the following services:
	1. **Digital Services at the Border**- delivering a digitally-driven border security IT system and new processes that will support Border Force and law enforcement, immigration, customs and counter-terrorism agencies and organisations.
	2. **Global Entry (GE)** - service to enable registered UK citizens to get through US border security quicker.
	3. **Registered Traveller (RT)** - This service allows registered and successfully vetted users from the conference countries, Japan, Singapore, Hong Kong, South Korea and Taiwan get through UK border control faster. You won’t need to fill in a landing card. Customers can use:
		1. UK/EU entry lanes and ePassport gates (if you have a biometric passport) at Birmingham, East Midlands, Edinburgh, Gatwick, Glasgow, Heathrow, London City, Luton, Manchester and Stansted airports
		2. Eurostar terminals at Paris, Brussels and Lille without having to fill in a landing card
		3. RT also allows users to update and renew their membership details.
	4. **Electronic Visa Waiver (EVW)** -EVW enables customers with a passport from Oman, Qatar or the United Arab Emirates, apply online for a free electronic visa waiver (EVW ) instead of getting a visa. An EVW lets them visit the UK for up to 6 months for tourism, business or studying.
	5. **Passports** – Support the Passport Office in building a digital by default passport application process.
4. Due to the common outcomes expected to be realised, resource often moves between these services.

CURRENT ROLES AND RESPONSIBILITIES OF THE CUSTOMER

|  |  |
| --- | --- |
| **Role** | **Responsibilities**  |
| **Governance and Decision Making** | * Home Office retain autonomy in key decision making, including when to progress or halt the project.
* Home Office owns the pipeline of work and decides the key objectives and milestones of all the projects.
* Home Office will provide the governance for these projects.
* Home Office provides Product Owners and Service Managers, who own and prioritise the backlog that the team work from.
* Home Office has the professional leadership e.g. Heads of Profession who will quality assure and ensure standards are met.
 |
| **Team Roles** | Most of the teams will be jointly staffed by Home Office colleagues/other suppliers. A full list of existing capability is provided below. |
| **Intellectual Property (IP)** | Home Office retains the IP for any product or service developed by supplier staff whilst contracted to work in the Home Office. |
| **Security Clearance** | Home Office will seek Security Clearance for Personnel. |
| **Email & Tools** | Home Office will provide an email address and access to tools for personnel. |

In addition to the roles/capabilities outline above, the teams are supported by the below roles, which are currently being staffed by other suppliers and embedded Home Office staff:

* DSAB –
	+ 25 developers
	+ 4 graduate developers
* EVW –
	+ 1 Delivery Manager
	+ 1 Business Analyst
	+ 1 Tester
	+ 1 Tech lead
	+ 2 javascript / node developers
	+ 2 backend (Scala) developers
* GE –
* 1/2 DM
* 1 BA
* 1/2 Tester
* 1/2 Tech lead
* 2 javascript / node developers
* 2 backend (Scala) developers
* RT –
* 1/2 DM
* 1 BA
* 1/2 Tester
* 1/2 Tech lead
* 2 javascript / node developers
* 2 backend (Scala) devs

CURRENT TECHNOLOGIES AND LANGUAGES

1. **Digital Services at the Border - experience with, and evidence of the following is essential:**

**Developers**:

* 1. Groovy and Grails
	2. Thorough understanding of web technologies
	3. hbase and elasticsearch
	4. Hadoop
	5. ability to design, produce and consume RESTful web services

**Web Ops/ Devops**:

* 1. Docker
	2. Kubernetes
1. **GE - experience with, and evidence of the following is essential:**

**Developers** able to collaborate, pair, perform TDD and write clean code. Must be proficient in:

* 1. Customer forms: javascript, node.js / express
	2. Case working system: Scala / Play
	3. MongoDB
	4. Shell scripting
	5. Ruby
	6. RESTful web services, Spray
	7. SOAP, Java, Spring Boot

**Web Ops/ Devops** will need to be proactive to minimise issues but also have excellent troubleshooting skills. They will need to be proficient in the following:

1. Puppet
2. Docker
	1. Kubernetes
3. **RT- experience with, and evidence of the following is essential:**

**Developers** able to collaborate, pair, perform TDD and write clean code.

* 1. Customer forms: javascript, node.js / express
	2. Case working system: Scala / Play
	3. MongoDB
	4. Shell scripting
	5. Ruby
	6. RESTful web services, Spray

**Web Ops/ Devops** will need to be proactive to minimize issues but also have excellent troubleshooting skills. They will need to be proficient in the following:

1. Puppet
2. Docker
3. Kubernetes
4. **EVW- experience with, and evidence of the following is essential:**

**Developers** able to collaborate, pair, perform TDD and write clean code. They will need to be proficient in the following:

* 1. Customer forms: javascript, node.js / express
	2. Case working system: Scala / Play
	3. MongoDB
	4. Shell scripting
	5. Ruby
	6. RESTful web services, Spray

**Web Ops/ Devops** will need to be proactive to minimize issues but also have excellent troubleshooting skills. They will need to be proficient in the following:

1. Puppet
2. Docker
3. Kubernetes
4. **Passports - experience with, and evidence of the following is essential:**
	1. Java
	2. Java/Node.js

REQUIRED OUTCOMES

**DSAB** – The objective is to build an effective, agile, interoperable, interconnected and cost-effective border security system which will replace the current two systems. The system will:

1. Change the way we process passengers at the border enabling rapid processing and clear presentation of information, where and when it is needed;
2. Be designed and built based on business needs and needs of all partners;
3. Be interoperable with other systems, making sharing data more fluid and decisions made faster;
4. Provide greater efficiency to front line operations;
5. Be resilient, agile, adaptable and flexible;
6. Gather and share information on people, organisation, location and events;
7. Constantly evolve and be built to last; and,
8. Be owned by the business and be built for the business.

**Global Entry** – Ongoing development on GE includes:

1. improving the architecture;
2. implementing gov.uk pay and gov.uk notify;
3. improving correspondence tracking;
4. implementing more messaging between the US and UK for better awareness of US case status and renewals

**Registered Traveler** – Ongoing work includes:

* 1. improving the architecture;
	2. improving correspondence tracking;
	3. moving over to gov.uk pay and gov.uk notify;
	4. improve MI;
	5. improved aggregated data reconciliation.

**Electronic Visa Waiver** – This service makes it cheaper and easier for Kuwaiti passport holders to travel to the UK for business and tourism. It has the following goals:

1. The EVW will allow Kuwaiti passport holders to travel to the UK for a visit of up to six months by filling in an online form at least 48 hours before they travel to the UK.
2. The scheme removes the need to give biometrics, attend a visa application centre or hand in passports in advance of travel.
3. The service will also replace the existing EVW service that currently exists for Quatar, Oman, UAE for the live service, which will also include a £15 fee.
4. It will be a large improvement to the existing service which is a poor user experience. It will reduce the number of offloadings due to incorrectly entered biographic data and will also be more secure.
5. The live service will also use OCR to capture data from the MRZ on passports, significantly reducing the case work load.
6. The case working system is also much faster and easier to use than the existing one.
7. Ongoing work encompasses introducing integration with a flight API, introducing gov.uk pay and gov.uk notify, improved correspondence tracking, OCR, caseworking improvements and opening up the service to new countries.

**Passports** – In the next 12 months there are the following goals:

1. Enter public beta
2. Complete transition to AWS
3. All UK adult renewals
4. Overseas adult renewals
5. Priority services
6. Upload of supporting documents
7. Child renewals
8. Adult replacements (e.g. change of name)
9. Investigate Digital Applications Processing

TEST & DEVELOPMENT REQUIREMENTS

* It is essential that all applications/services are easily and quickly redeploy able.
* We work to the Digital by Default Service Manual and would expect the projects to conform to these requirements. The Digital by Default Service Manual can be found [here](https://www.gov.uk/service-manual/digital-by-default).
* Languages and tools used must be listed on our Tech Stack and approved by the Head of Development
* Code must be committed to a repository for review before deployment
* Pair Programming is encouraged

REQUIRED CAPABILITIES AND OUTCOMES OF THE SUPPLIER

The supplier will not be expected to fully staff these projects, but to provide at least the roles/capabilities outlined below. Home Office Digital operates in an agile way and therefore the successful bidder will need to be comfortable operating in an environment of managed uncertainty, in which the exact roles and capabilities required will occasionally change.

The successful bidder will be expected to work in teams jointly staffed by other suppliers, embedded civil servants and the suppliers' resource.

We have provided an **indication** below of the capabilities currently required as part of this procurement, but may require more of the similar roles further down the road. We have also provided, for each area, a list of other roles currently occupied by existing supplier and civil service resource. HOD may occasionally seek additional capability for these roles if they become vacant.

As these are common services, the same services/capabilities are often deployed in different areas of the Home Office and therefore the suppliers' resources may provide the same service in slightly different business area to those outlined below.

|  |
| --- |
| Required Capabilities and Outcomes of the Supplier |
| **Capabilities** | **Outcomes** |
| **Software Engineering and Ongoing Support** | Developers* + - 1. **EVW**

**Developer x 1 –** produce scalable, secure and maintainable, well tested code. Strong collaborative skills required. Able to work on any tier including front-end, database, backend, acceptance test and live systems. Developers will need to be proficient in the following:* + 1. Customer forms: javascript, node.js / express
		2. Case working system: Scala / Play
		3. MongoDB
		4. Shell scripting
		5. Ruby
		6. RESTful web services, Spray
1. **Passports**

**Developers x 3 –** to offer extended hours support, complete migration to AWS. Developers will need to be proficient in the following:Node.js/Java1. **DSAB**

**Tech Architect/ Lead x2** - to oversee the development of scalable, secure and maintainable, well tested code. Strong collaborative skills required. Able to work on any tier including front-end, database, backend, acceptance test and live systems. Also proactive in liaising across HOD, Border Force and across government departments. Ensure that development is in line with HOD’s strategic aims and the technology stack is as agreed with HOT and HOD. Also ability to work with user researchers and designers to turn prototypes into functioning code. |
| **Agile Product Design & Delivery** | **Register Traveller****Delivery Manager x 1 -** sets the team up for successful delivery. They remove obstacles or blockers to progress constantly helping to team to become more self-organising. Ongoing effort to improve products, services or processes.* + - 1. **Passports**

**Product Manager x 1 –** to work closely with the delivery team to prioritise stories for each sprint. To quality assure solutions as they emerge and accept user stories when they are delivered. Responsible for the product vision. |
| **Front-end Design and Interaction Design** | **Designer x 1 –** towork on mapping existing service delivery and specifying proposed services.  To develop designs for multi-channel, end to end service delivery based on external and internal user needs. To discover and inform business objectives, organisational capabilities, and costings. To be responsible for clearly communicating designs to technical and non-technical stakeholders. |
| **System Administration and Web Operations** | **1. DSAB****Web Ops /DevOps x1 –** to support developers in achieving their goals including, but not limited to, build, continuous integration and steps towards continuous deployment. To help support the system and also help developers to become more self-sufficient in this task. To work with the Head of Developer Operations to understand and progress the strategic direction in which HOD wishes to go. To ensure that technical debt is minimised and well understood by the business DevOps Engineers will need to be proficient in the following and have experience running them in complex production platforms:* + 1. Docker
		2. Kubernetes
1. **EVW**

**Web Ops / Devops X 1 –** to support developers in achieving their goals including, but not limited to, build, continuous integration and steps towards continuous deployment. To help support the system and also help developers to become more self-sufficient in this task. To work with the Head of Developer Operations to understand and progress the strategic direction in which HOD wishes to go. To ensure that technical debt is minimised and well understood by the business. DevOps Engineers will need to be proficient in the following and have experience running them in complex production platforms:* + 1. Puppet
		2. Docker
		3. Kubernetes
 |

**General requirements**

* Security Accreditation – must be able to work with security accreditation in government, have awareness of challenges and examples of approaches
* 'Seeing the Bigger Picture' – understanding of how individuals' roles fit within the bigger picture, i.e. within wider government and the wider team
* Working in an Agile/Scrum framework – structure / stories
* Supplier to provide high quality laptops that is appropriately hardened/built for their resource to work upon
* Supplier to ensure that personnel sign up to Home Office security policies
* Able to work in one of the offices specified above (Sheffield, Croydon and Central London - In future there may be also be a requirement to fulfill roles in wider Home Office locations including Durham and Liverpool)
* Experience using agile development methodologies to create continuous delivery, pipeline and continuous deployment
* Experience working with Government departments
* Experience passing Digital Services Standard assessments
* Committing (Open Source) code to standard repositories
* Experience working in multi-disciplinary teams and working with other contractors
* Keen to share knowledge and skills with others and act as a champion for their profession

THE METHODOLOGY

This project will follow agile methodology and the Government Service Design Manual (<https://www.gov.uk/service-manual>)

GOVERNANCE

Home Office have the following governance arrangements in place:

* The relevant Heads of Profession will Quality Assure the projects
* In-house Service Managers will decide on priorities going forward
* Home Office will retain key decision making

TERMS AND CONDITIONS

Please note that Customer specific Terms and Conditions apply to this agreement. Please refer to the Call-Off Contract Part A, for further information. Please note that these terms will supersede the standard terms within Call-Off Contract Part C Call-Off Terms and Conditions

EVALUATION STAGES, MINIMUM PASS MARKS & PRICE EVALUATION

## Evaluation will follow the approach below:

## Technical & Cultural evaluation

* Demonstration, Testing and Scrutiny

## Pricing evaluation

MINIMUM PASS MARKS:

## In order for Potential Providers to progress they must achieve or exceed the Minimum Pass Mark, as defined in the Award Questionnaire.

|  |  |
| --- | --- |
| Stage 1: Technical & Cultural evaluation | All Potential Providers who achieve the required Minimum Pass Mark for a Lot will be added to the Short List, and will be eligible to continue in the Further Competition. |
| **Stage 2:** Practical Demonstration, and Scrutiny of the resources proposed by the supplier | Suppliers who meet the Minimum Pass Marks specified for Part A Supplier Confirmation, and Part B1 Written Submission; will be required to complete Part B2 Practical Demonstration of a particular skill (specified within the Award Questionnaire) in order to evidence capability. Supplier resources will be required to respond to the Scrutiny questions stipulated within the Award Questionnaire. Each shortlisted Supplier must achieve the Minimum Pass Marks identified in the Award Questionnaire to continue in the Further Competition. |
| Stage 3: Pricing evaluation  | For each Further Competition the Customer has a choice as to how they wish the pricing to be evaluated. In this instance the Customer has specified Combined Evaluation as their chosen price evaluation method. For more information please see the Evaluation Guidance document held on the e-Sourcing suite.Please note that pricing will only be evaluated for those shortlisted suppliers that have met the Minimum Pass Marks for the preceding evaluation stages |