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Attachment 3 – Statement of Requirements

Contract Reference-Provision of the Foundry Data Connector through a Technical Feasibility Evaluation and Provision of the Foundry Service to develop and deliver the Border Flow Tool - CCSO20A80

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1. PURPOSE

- 1.1 The Contracting Authority wish to undertake a free Technical Feasibility Evaluation of the Foundry Data Connector Tool, to determine whether a data connection which securely captures data and metadata from source border systems and integrates them into the Foundry product can be achieved.
- 1.2 This work will establish how effectively we can use this technology approach to expedite the sharing of border data across government which we require to manage the border at the end of the Transition Period.
- 1.3 If successful, the contract with Palantir will continue to provide the Foundry Service to develop and deliver a Border Flow Tool and provide the supporting analytical capability to build and operate the Tool.
- 1.4 The supplier will establish the appropriate data sharing agreements and governance with departments to ensure compliance with GDPR.

2. BACKGROUND TO THE CONTRACTING AUTHORITY

- 2.1 The Border & Protocol Delivery Group (BPDG), part of the Cabinet Office, exists to ensure the coherence and completeness of cross-Government borders work, in recognition of that fact that multiple departments hold accountability for different aspects of border-related policy, change delivery and operations.
- 2.2 BPDG's core purpose is to ensure that the border operates effectively following the UK's departure from the EU, and that the Government's ambition for the UK to operate the best border in the world by 2025 across all its key functions - including customs, facilitating the flow of trade and security - is met.
- 2.3 Border and Protocol Delivery Group (BPDG) has two key functions relating to data:
 - 2.3.1 Ensure that HMG and third-party data is acquired, shared, managed and utilised for the overall purpose of effective management of the border, including the facilitation of trade.
 - 2.3.2 Improve HMG's use of data for border management by leading cross-Departmental work to make full use of cross-Government and industry data for the purposes of border flow, border management and border security.
- 2.4 BPDG takes direction and priorities from the collective Ministerial oversight exercised through XO, a Cabinet Committee. Ministerial responsibility for BPDG rests with the Chancellor of the Duchy of Lancaster.

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3. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

- 3.1 There will be changes to the border at the end of the Transition Period that requires Government and public bodies to make full use of the data it collects. Border and Protocol Delivery Group (BPDG) within the Cabinet Office is leading work across Government, the border industry and traders to ensure effective border arrangements at the end of the Transition Period and in the longer term.
- 3.2 At the end of the Transition Period, BPDG will be responsible for monitoring flow across the border and coordinating the resolution of any disruption. BPDG's function will also be to provide strategic insights to Government Departments (based on data analysis) to improve the efficiency and effectiveness of border controls.
- 3.3 In order to meet this responsibility, BPDG is delivering a Border Impact Centre (BIC) for the end of the transition period, which would provide government with an enduring function to analyse the flow of trade and passengers across the UK border.
- 3.4 The development of a BIC is intrinsically linked to the development of a Border Flow Tool, both in providing the capability for border flow analysis at the end of the transition and supporting broader capability for the long-term development of a world class border by 2025. This tool will only be possible if Departments share data effectively and efficiently.
- 3.5 Currently, data related to border management and flow of goods, people and services is collected by numerous Government departments and public bodies but only used for very specific purposes.
- 3.6 Effective sharing of data that government already collects and holds will enable Government to provide better services, particularly in ensuring goods and trade continue to flow smoothly after the end of the transition period.
- 3.7 BPDG would like to undertake a free Technical Feasibility Evaluation (TFE) of the Foundry Data Connector Tool via a supplier (Palantir) on the GCloud Commercial Agreement.
- 3.8 The TFE will:
 - 3.8.1 Evaluate the technical feasibility of the Foundry Data Connector integrating with departmental networks and source systems as a means of exchanging border in real or near to real time and;
 - 3.8.2 Establish appropriate governance with HMG departments in scope to enable data transfer via the Foundry Data Connector which is compliant with GDPR.

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- 3.9 The outcome of the evaluation will establish if using this type of technology and governance can accelerate the delivery of the Border Flow Tool capability.
- 3.10 If successful, BPDG aim to contract with Palantir to develop and deliver the Border Flow Tool and provide the supporting analytical capability to build and operate the Tool.

4. DEFINITIONS

Expression or Acronym	Definition
BPDG	Border and Protocol Delivery Group
BFT	Border Flow Tool
BIC	Border Impact Centre
Contracting Authority	Cabinet Office
HMG	Her Majesty's Government
TFE	Technical Feasibility Evaluation

5. SCOPE OF REQUIREMENT

- 5.1 For the purposes of the TFE, Palantir are to:
 - 5.1.1 Work with Contracting Authority and wider HMG departments to impact the technical change required to deploy the Foundry Data Connector on the departmental network and identified border systems.
 - 5.1.2 Configure and deploy the Foundry Data Connector Tool within specified department.
 - 5.1.3 Monitor for any performance impacts the products bootstrappers may cause upon systems it connects with and networks it utilises.
- 5.2 If successful and we progress to Phase 2 of the contract where we procure Palantir's Foundry Service, then Palantir are to:

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- 5.2.1 Securely capture data and metadata from HMG, Open and Commercial source systems and integrate them into a dedicated Foundry instance
- 5.2.2 Put in place appropriate data sharing agreements to allow the processing of HMG data (including personal data) which are compliant with GDPR
- 5.2.3 Develop and deliver a Border Flow Tool, using the data captured from across Government, to provide a situational awareness capability at the border against the business requirements through the means of analytical reporting and data visualisation.

6. THE REQUIREMENT

- 6.1 The ongoing government response to the COVID-19 pandemic is supported by a data-informed dashboard. The operation of the BIC is being developed to incorporate key learning from the COVID-19 response and how it can support a wider C3 capability alongside the Cabinet Office Civil Contingency Secretariat.
- 6.2 Drawing on the learning from the COVID-19 response, we intend to work with departments to test the feasibility of the Palantir Foundry and specifically their Data Connector as a means of integrating with the range of border systems and exchange data. The Foundry product removes the barriers between back-end data management and front-end data analysis. This functionality lends itself to use within a cross Government borders context where the data is federated across multiple departments, but overarching analysis of that data is required centrally, as seen in the COVID 19 response.
- 6.3 The requirement is based on a two-phased approach:
 - 6.3.1. Phase 1: Evaluate the technical feasibility of the Foundry Data Connector integrating with departmental networks and source systems as a means of exchanging border-related information in near to real time. This involves a free trial from the supplier to demonstrate the technology can achieve BPDG's requirements.
 - 6.3.2. Phase 2: Provide the Palantir Foundry Service to develop an operational Border Flow Tool including the analytical capability required to deliver situational awareness at the border from the end of the Transition Period.
- 6.4. Business requirements for the Border Flow Tool that Palantir will support BPDG to deliver before the end of the Transition Period:
 - REDACTED

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7. KEY MILESTONES AND DELIVERABLES

7.1 The following Contract milestones/deliverables shall apply:

Milestone/Deliverable	Description	Timeframe or Delivery Date
1	Data hosting approvals for a dedicated Palantir Foundry account for the TFE in the Palantir Foundry UK Region.	Within week 1
2	Approval for Foundry Data Connector installation on relevant networks with automated access from source systems.	By week 2 of Contract Award
3	Put in place appropriate data sharing agreements contractual protections and restrictions around the processing of personal data.	Within week 3 of Contract Award
4	Complete deployment of the Foundry Data Connector Tool	Within week 4 of Contract Award

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8. MANAGEMENT INFORMATION/REPORTING

8.1 The Supplier will need to:

- 8.1.1 Attend daily stand-ups via teleconference and report key delivery activity for use within BPDG situational reports.
- 8.1.2 Lead engagement with departmental technical teams to provide sufficient information on the technical tool.
- 8.1.3 Support the evaluation of the connector tool by providing key metrics, including but not limited to, transfer time and data quality post exchange.

8.2 Further reporting requirements shall be agreed with the Contracting Authority.

9. CONTINUOUS IMPROVEMENT

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

9.2 The Supplier should present new ways of working to the Authority.

9.3 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.

10. QUALITY

10.1 Skills and experience of the supplier:

- Experience working with and leveraging the benefits of Cloud hosted services such as but not exclusively AWS and Microsoft Azure.
- Experience working with range of Extract, Transform, and Load (ETL) and Extract, Load, and Transform ELT tools to design, create, deploy and operate enterprise services focussing on re-use, consistency and performance.
- Experience defining and implementing Data Quality rules at enterprise scale.
- Experience Data Modelling and creation of physical models conformant with Enterprise Data Model and organisation standards.
- Supporting 24x7 Data Acquisition and Data Preparation services.
- Providing and supporting highly available environments and critical services working with multiple suppliers operating both within and outside normal business hours including some 24x7
- Test driven development with Business Intelligence services including use of Continuous Integration environments
- Automated and Performance testing of services
- Experience using and administering Metadata and Information Management solutions.

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- Experience using and administering Data Virtualisation solutions.
- Designing and building solutions fully conformant with WCAG 2.0.
- Experience of user/customer facing issue and incident resolution.
- Producing and maintaining technical documentation and a knowledge base.
- Providing accurate and timely information to maintain a CMDB.
- Working safely within our UK based secure engineering environments at SC level (or above if required).
- Experience with Batch, Message and Streaming data Acquisition and associated acquisition architectures.
- Experience using and administering source code repositories in large organisations including branching and merging.
- Designing and building solutions fully conformant with WCAG 2.0

11. PRICE

- 11.1 The Initial period shall be offered on a free trial basis of the Palantir Data Connector Tool.
- 11.2 For subsequent extension options, the Supplier shall provide costs in Attachment 4.
- 11.3 Indicative costs are:
- 11.3.1 **Year 1:** Following the free trial (Phase 1), costs for year 1 are £7,851,073.33
- 11.3.2 **Year 2:** £6,126,058.33
- 11.3.3 **Total: £13,977,131.67**

12. STAFF AND CUSTOMER SERVICE

- 12.1 The Supplier shall provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service.
- 12.2 The Supplier's staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract to the required standard.
- 12.3 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.

13. SERVICE LEVELS AND PERFORMANCE

- 13.1 The Authority will measure the quality of the Supplier's delivery by:
- 13.1.1 Ensuring the scope of the activity is collectively agreed between Palantir, BPDG, HMRC and Home Office.

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KPI/SLA	Service Area	KPI/SLA description	Target
1	TFE (Phase 1)		100%
2	Phase 2 Develop an operational Border Flow Tool (BFT)	Provision of Foundry Service to develop an operational Border Flow Tool (BFT), including analytical capability from 7 September 2020 to end of 1 st year of contract.	100%

- 13.2 The Contracting Authority will maintain a record of Supplier adherence to the agreed service level and performance timelines. Any non-adherence will result in performance review meetings between the Contracting Authority and the Supplier, to provide an explanation as to why the service level agreement was not met. Improvement plans will also be established here.
- 13.3 Where the Supplier fails to provide a Service Improvement Plan or fails to deliver the agreed Service Improvement Plan to the required standard, the Contracting Authority reserves the right to seek early termination of the contract in accordance with the procedures set out in the Terms and Conditions.
- 13.4 Early termination of the Contract can be instigated by the Contracting Authority at no further cost whereby there is evidence of sustained poor Supplier performance over a period of two weeks.

14. SECURITY AND CONFIDENTIALITY REQUIREMENTS

- 14.1 The Supplier must be able to demonstrate that they are compliant with the security requirements as included in Schedule 5 of the Agreement.

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15. PAYMENT AND INVOICING

- 15.1 The initial period of the contract shall be Free of charge as the offer is a Free trial.
- 15.2 It is at the discretion of the Contract Authority if they wish to progress beyond the TFE and to utilise the extension option on the contract for Phase 2.
- 15.3 Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables.
- 15.4 Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.
- 15.5 Invoices will be sent to:
- Cabinet Office
- PO Box 405
- SSCL, Phoenix House
- Celtic Springs Business Park
- Newport, NP10 8FZ
- APinvoices-CAB-U@sscl.qse.qov.uk

16. CONTRACT MANAGEMENT

- 16.1 Contract review meetings will take place on a monthly basis Cabinet Office, 1 Horse Guards Road, London, SW1A 2HQ.
- 16.2 Attendance at Contract Review meetings shall be at the Supplier's own expense. Online/Virtual attendance will be acceptable in most instances, excluding meetings concerning possible breach of contract.
- 16.3 Where issues have been identified the Contracting Authority shall arrange ad-hoc meetings with a 24 hour notice period.

17. ACCOUNT MANAGEMENT

- 17.1 The Supplier shall provide an account management structure that fully supports all of the requirements as detailed in this specification and the needs of the Contracting Authority.

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17.2 The Supplier shall provide the Contracting Authority with a named Account Manager and a Deputy in the event the main Account manager is not available, within 5 working days of signing the agreement.

18. LOCATION

18.1 The location of the services will be carried out at the supplier's own premises. The services will be delivered to UK National Locations.

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