



Crown
Commercial
Service

REQUEST FOR INFORMATION

FOR

00287287; CSHR ONLINE TEST DELIVERY SYSTEM

FOR

CIVIL SERVICE HUMAN RESOURCES (CSHR)

A DEPARTMENT OF

THE CABINET OFFICE

CONTENTS

1. REQUEST FOR INFORMATION (RFI) SCOPE.....	3
2. BACKGROUND TO THE AUTHORITY	3
2. BACKGROUND TO THE REQUIREMENT.....	4
3. INFORMATION REQUIRED	4
4. REQUEST FOR INFORMATION TIMETABLE	5
5. CLARIFICATION PERIOD	6
6. COSTS	6
7. RIGHT TO CANCEL OR VARY THIS REQUEST FOR INFORMATION.....	7
8. RIGHT TO CONFIRM OR REQUEST UPDATED RFI INFORMATION	7
9. CONDUCT - SPECIFIC OBLIGATIONS.....	7
10. NOTICES TO ORGANISATIONS.....	7
11. CONFIDENTIALITY	8
12. FREEDOM OF INFORMATION.....	9
13. INTELLECTUAL PROPERTY RIGHTS.....	10
14. NO INDUCEMENT OR INCENTIVE	10
15. LAW AND JURISDICTION	11
16. CONTACT INFORMATION.....	11

1. REQUEST FOR INFORMATION (RFI) SCOPE

- 1.1 The Authority requires information on the feasibility of procuring an off-the-shelf test delivery system for the sourcing, development and delivery of online psychometric tests and assessments within the Civil Service, principally within recruitment.
- 1.2 Organisations are asked to advise if they would be interested in bidding for this opportunity as part of their response to the Request for Information. If Organisations are not interested, it is requested that a reason be submitted as this is valuable feedback for the Authority to consider.
- 1.3 The Authority has not specified a format for the detailed response as this can limit creativity and make it difficult to understand. Organisations are therefore freely available to present information in their desired format.

2. BACKGROUND TO THE AUTHORITY

- 2.1 The Cabinet Office supports the Prime Minister and ensures the effective running of government. It is also the corporate headquarters for government, in partnership with HM Treasury, and takes the lead in certain critical policy areas.
- 2.2 Civil Service Human Resources (CSHR) sits within the Cabinet Office (CO). Our work contributes to one of the main CO purposes, namely “to ensure the delivery of the finest public services by attracting and developing the best public servants and improving the efficiency of government.”
- 2.3 Civil Service Human Resources (CSHR) is made up of over 3,500 colleagues across government. HR teams provide a source of expertise on people, policies, processes and recruitment campaigns. We support the government workforce and help departments and professions to build a modern, effective Civil Service.
- 2.4 Centrally, the HR function manages expert services and offers guidance in areas including pay and reward, talent management, employment policies, strategic workforce planning, and learning and development. The head of function is the Government Chief People Officer, Rupert McNeil.
- 2.5 Our ambition is to transform the Civil Service’s future workforce. This starts with delivering an effective HR service and getting basic people processes right. We work to the priorities in the Workforce Plan, ensuring that our teams can respond to the government’s current and future challenges.
- 2.6 We aim to attract and retain talented people from all backgrounds and walks of life, and to develop great leaders. We seek to build career paths that develop breadth of experience and depth of expertise. And we help to establish cost-effective and flexible reward structures for civil servants.
- 2.7 We want the Civil Service to become the most inclusive employer in the UK.

3. BACKGROUND TO THE REQUIREMENT

- 3.1 Civil Service HR is exploring the feasibility of procuring an off-the-shelf test delivery system for the sourcing, development and delivery of online psychometric tests and assessments within the Civil Service, principally within recruitment.
- 3.2 Currently, Civil Service HR has commercial arrangements in place with two external test publishers which provide access to three psychometric tests. These tests are used by vacancy holders and recruiters to sift and select applicants for jobs in the Civil Service. Over the last fifteen months, 1/3rd of a million test instances have been recorded using the tests, by 40 UK government departments or agencies. All three tests are seamlessly integrated with the main Civil Service applicant tracking system, called CS Jobs, provided by a company called WCN. There is a second access channel for departments which do not use CS Jobs to recruit.
- 3.3 Based on customer expectations for recruitment outcomes, Civil Service HR is intending to take a toolkit approach to online tests and assessments, and will gradually grow the number and range of tests and assessments it makes available to departments.
- 3.4 This vision will require us to grow our internal capability and capacity to develop and manage a range of complex psychometric tests and assessments. The project is at an early stage, in which the functional and technical requirements and operating models are being explored in relation to a variety of users' needs.
- 3.5 The Anticipated benefits of this approach are:
- reduced cost to serve,
 - wider choice of tests,
 - quicker time to hire is enabled,
 - integration with a wide range of recruitment systems to provide fully shared service access,
 - integration with other HR systems to enable new test and item development and validation approaches,
 - test design is highly responsive to changing need,
 - a world class user experience – including accessibility,
 - development of high quality tests that are continuously improved,
 - relentless focus on improving diversity outcomes,
 - quick to implement new or changed testing requirements,
 - a transformation of the range of available testing modalities (e.g. multimedia, technology enhanced items, etc)
 - direct access to data and enhanced research/analytical capabilities.

4. INFORMATION REQUIRED

- 4.1 **The Authority requires Organisations to submit responses to this RFI by completing the Excel spreadsheet which is attached as “Annex A; CSHR Online test delivery system - RFI Response v1.0”. Please note that there are 9 tabs within the Excel file. By completing each tab (or at least all of those tabs which are applicable), Organisations will assist the Authority to establish the capability and capacity of the market to meet the**

requirements and responses will shape the Authority's business case and strategy for procuring these services.

4.2 **In addition to completing the Excel file at Annex A, Organisations are requested to provide a response to the following questions:**

- A. Would you be interested in participating in any future procurement exercise for these services?
- B. How do public sector customers within the UK normally procure your services?
- C. Are your services available via any government framework agreements such as G-Cloud or the Digital Outcomes and Specialists 2 framework (see links below)?
- D. Please provide indicative pricing for your proposed solution by completing the "Cost & Licence Model" tab within Annex A.

G-Cloud 9; link 1 - <https://www.digitalmarketplace.service.gov.uk/g-cloud>

G-Cloud 9; link 2 - <https://ccs-agreements.cabinetoffice.gov.uk/contracts/rm1557ix>

Digital Outcomes link 1 -

<https://www.digitalmarketplace.service.gov.uk/buyers/frameworks/digital-outcomes-and-specialists-2/requirements/digital-outcomes>

Digital Outcomes link 2 - <https://ccs-agreements.cabinetoffice.gov.uk/contracts/rm1043iv>

4.3 All information submitted by Organisations shall be kept for audit purposes for seven (7) years from the Deadline for submission of a RFI Response.

5. REQUEST FOR INFORMATION TIMETABLE

5.1 Please see the below for the RFI's timetable:

DATE	ACTIVITY
Sun 20 May 2018	Publication of the Request for Information via Contracts Finder
Sun 20 May 2018	Clarification period starts
Weds 30 May By 12.00 hrs	Clarification period closes - questions to be submitted via e-mail to rob.hardman@crownccommercial.gov.uk
Fri 01 June 2018	Deadline for the publication of responses to RFI Clarification questions
Mon 11 June 2018 By 18.00 hrs	Deadline for submission of a RFI Response via e-mail to rob.hardman@crownccommercial.gov.uk
June – July 2018	Analysis of RFI responses
Aug – Sept 2018	Confirm next steps to RFI Respondents

6. CLARIFICATION PERIOD

- 6.1 Organisations may raise questions or seek clarification regarding any aspect of this Request for Information at any time prior to the Clarification Deadline. Questions must be submitted via e-mail to rob.hardman@crowncommercial.gov.uk before the deadline within section 4.
- 6.2 Crown Commercial Service will not enter into exclusive discussions regarding the requirements of this Request for Information with Organisations.
- 6.3 To ensure that all Organisations have equal access to information regarding this Request for Information, the Crown Commercial Service will publish all its responses to questions raised by Organisation's on an anonymous basis.
- 6.4 Responses will be published in a Questions and Answers document to all Organisations who have registered their interest via e-mail to the procurement contact detailed in paragraph 12 of this RFI document.
- 6.5 At times, the Crown Commercial Service may issue communications via e-mail or by uploading information to the notice (Opportunity) within Contracts Finder website.

7. COSTS

- 7.1 The Authority will not reimburse any costs incurred by an Organisation (including the costs or expenses of any members of its Group of Economic Operators (if acting as a Lead Contact), Sub-Contractors or advisors) in connection with the preparation and/or submission of the Organization's Request for Information response, including (without limit) where:
 - 7.1.1 The Request for Information is cancelled, shortened or delayed for any reason (including, without limitation, where such action is necessary

due to non-compliance or potential non-compliance with the law, including the Regulations);

7.1.2 All or any part of the Request for Information is at any time amended, clarified, added to or withdrawn for any reason;

7.1.3 The Organisation and/or its Respondent is disqualified from participation in this Request for Information for any reason, including breach of these Terms of Participation.

8. RIGHT TO CANCEL OR VARY THIS REQUEST FOR INFORMATION

8.1 The Authority reserves the right, subject to the rules set out in the Regulations, to:

8.1.1 Change the basis of or the procedures for this Request for Information at any time;

8.1.2 Amend, clarify, add to or withdraw all or any part of the Request for Information at any time, including varying any timetable or deadlines set out in the Request for Information; and:

8.1.3 Cancel all or part of this Request for Information at any stage and at any time.

9. RIGHT TO CONFIRM OR REQUEST UPDATED RFI INFORMATION

9.1 The Authority reserves the right to require Organisations to confirm that their Request for Information response remains accurate at all stages of the Request for Information process and/or to request updated Information.

9.2 The Authority also reserves the right to specify additional standards or requirements according to their particular requirements.

10. CONDUCT - SPECIFIC OBLIGATIONS

10.1 The Organisation must not directly or indirectly canvass any Minister, officer, public sector employee, member or agent regarding this Request for Information or attempt to obtain any information from the same regarding this Request for Information (except where and as permitted by the Request for Information). Any attempt by the Organisation to do so may result in the Organisation's disqualification from this Request for information.

11. NOTICES TO ORGANISATIONS

11.1 This Request for Information and any related documents referred to have been prepared by the Crown Commercial Service on behalf of the Authority for the pre-market test to gather information.

11.2 Whilst prepared in good faith, the Request for Information documents are intended only as a preliminary background explanation of the Authority's activities and plans.

Therefore it isn't intended to form the basis of any decision on whether to enter into any contractual relationship with the Authority.

- 11.3 The Request for Information documents do not purport to be all inclusive or to contain all of the information that Organisation's may require.
- 11.4 Neither the Authority or its advisors, or the directors, officers, partners, employees, other staff, agents or advisers of any such body or person:
- 11.4.1 Makes any representation or warranty (express or implied) as to the accuracy, reasonableness or completeness of the Request for Information documents;
 - 11.4.2 Accepts any responsibility for the information contained in the Request for Information documents or for its fairness, accuracy or completeness; or
 - 11.4.3 Shall be liable for any loss or damage (other than in respect of fraudulent misrepresentation) arising as a result of reliance on such information or any subsequent communication.
- 11.5 Nothing in the Request for Information documents is, or should be, relied upon as a promissory or a representation as to the Authority's ultimate decisions in relation to the Request for Information
- 11.6 The publication of the Request for Information documents in no way commits the Authority to award any contract.

12. CONFIDENTIALITY

- 12.1 Subject to the exceptions referred to in paragraph 12.2, the contents of the request for information are being made available by the authority on the conditions that the organisation:
- 12.1.1 Treats the Request for Information as confidential at all times, unless the information is already in the public domain;
 - 12.1.2 Does not disclose, copy, reproduce, distribute or pass any of the Information to any other person at any time or allow any of these things to happen, except where, and to the extent that, the Information has been publicised in accordance with paragraph 12 (Freedom of Information);
 - 12.1.3 Only uses the Information for the purposes of preparing a Response (or deciding whether to respond); and
 - 12.1.4 Does not undertake any promotional or similar activity related to this Request for Information within any section of the media.

- 12.2 An Organisation may disclose, distribute or pass any of the Information to its members of its Group of Economic Operators (if acting as a Lead Contact), Sub-Contractors, advisers or to any other person provided that:
- 12.2.1 This is done for the sole purpose of enabling the Organisation to submit its response and the person receiving the information undertakes in writing (such written undertaking to be made available to the Authority on the Authority's request) to keep the information confidential.
 - 12.2.2 It obtains the Authority's prior written consent in relation to such disclosure, distribution or passing of Information; or
 - 12.2.3 The disclosure is made for the sole purpose of obtaining legal advice from external lawyers in relation to this Request for Information;
 - 12.2.4 The Organisation is legally required to make such a disclosure; or
 - 12.2.5 The information has been published in accordance with paragraph 12 (Freedom of Information).
- 12.3 The Authority may disclose information submitted by Organisations during this Request for Information to its officers, employees, agents or advisers or other government departments who are stakeholders in this Request for Information.
- 12.4 All Central Government Departments and their Executive Agencies and Non Departmental Public Bodies are subject to control and reporting within Government. In particular, they report to the Cabinet Office and HM Treasury for all expenditure.
- 12.5 Further, the Cabinet Office has a cross Government role delivering overall Government Policy on public procurement – including ensuring value for money and related aspects of good procurement practice.
- 12.5.1 For these purposes, the Authority may disclose within HM Government any of the Organisation's documentation or information (including any that the Organisation considers to be confidential and / or commercially sensitive such as specific information in its response) submitted by the Organisation to the Authority during this Request for Information. Organisations taking part in this Request for Information consent to such disclosure as part of their participation in the Request for Information process.

13. FREEDOM OF INFORMATION

- 13.1 In accordance with the obligations and duties placed upon public authorities by the FoIA (Freedom of Information Act 2000) and the EIR (Environmental Information Regulations 2004) and in accordance with any Government Code of Practice on the discharge of public authorities' functions under the FoIA all information submitted to the Authority may be disclosed under a request for information made pursuant to the FoIA and the EIR.

- 13.2 Organisations should note that the information disclosed pursuant to a FoIA or EIR request may include, but is not limited to, the disclosure of its Request for Information response (including any attachments or embedded documents).
- 13.3 If the Organisation considers any part of its Response or any other information it submits to be confident or commercially sensitive, the Organisations should:
- 13.3.1 Clearly identify such information as confidential or commercially sensitive;
 - 13.3.2 Explain the potential implications of disclosure of such information taking into account and specifically addressing the public interest test as set out in the FoIA; and
 - 13.3.3 Provide an estimate of the period of time during which it believes that such information will remain confidential or commercially sensitive.
- 13.4 If the Organisation identifies that part of its Response or other information it submits is confidential or commercially sensitive, the Authority in its sole discretion will consider whether or not to withhold such information from publication. Organisations should note that, even where information is identified as confidential or commercially sensitive, the Authority may be required to disclose such information in accordance with the FoIA or the EIR.
- 13.5 The Authority is required to form an independent judgement of whether the Organisation's information referred to in paragraph 13.4 is exempt from disclosure under the FoIA or the EIR and whether the public interest favours disclosure or not. The Authority cannot guarantee that any information indicated as being confidential or commercially sensitive by the Organisation will be withheld from publication.
- 13.6 If the Organisation receives a request for information under the FoIA or the EIR during and in relation to this Request for Information, it should be immediately referred to the Authority.

14. INTELLECTUAL PROPERTY RIGHTS

- 14.1 The Request for Information issued shall remain the property of the Authority and shall be used by the Organisation only for the purposes of this Request for Information.
- 14.2 The Organisation grants the Authority an irrevocable, perpetual, non-exclusive licence to copy, amend and reproduce any intellectual property contained within its Response for the purposes of carrying out this Request for Information; complying with the law and/or any government guidance; and/or carrying out the Authority's business activities. This licence shall also permit the Authority to sublicense the use of the Organisation's Response to its advisers or sub-contractors or other Contracting Bodies for the same purposes.

15. NO INDUCEMENT OR INCENTIVE

- 15.1 The Organisation acknowledges and agrees that nothing contained within the Request for Information shall constitute an inducement or incentive nor shall have in any other

way persuaded an Organisation to submit a Response or enter into any other contractual agreement.

16. LAW AND JURISDICTION

- 16.1 Any dispute (including non-contractual disputes or claims) relating to this Request for Information shall be governed by and construed in accordance with the laws of England and Wales.
- 16.2 The courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim that arises out of or in connection with this Request for Information (including non-contractual disputes or claims).

17. CONTACT INFORMATION

Procurement Lead	
Name:	Rob Hardman
Telephone Number:	07917 211 833
Email Address:	rob.hardman@crowncommercial.gov.uk



ANNEX A

See separate Excel file entitled "*Annex A; CSHR Online test delivery system - RFI Response v1.0*".