



The Coal  
Authority

# Strategic Support and Development (IT Services)

The Authority is an arm's length body that sits under the Department of Energy Security and Net Zero (DESNZ) responsible for the legacy of the coal mines in Great Britain and is a category 2 responder under the Civil Contingencies Act.

The Authority's current Digital strategy incorporates a blend of internal development and external supplier engagement to manage and maintain its Digital estate. A core element of the contract will be to support and develop the Authority's enterprise mining information system (Inferis), which uses a variety of technologies including GIS providing services both internally and externally including an e-commerce site and data delivery services.

The Authority's strategy focusses on using commodity solutions where feasible and building bespoke systems when it provides strategic advantage, utilising a federated architecture encompassing cloud databases and applications. The strategy for commodity services emphasises a Microsoft 365 compatibility and integration.

The organisation has developed capabilities in various technical fields to become an 'intelligent client', able to collaborate and effectively manage requirements and third-party involvement. Our aim is maintain and continue to develop this with our strategic partner over the life of this contract.

This procurement is expected to begin early 2025 and this notice is initially to seek responses to a series of Market Engagement opportunities that will help finalise the procurement. The main objectives of the Market Engagement sessions are:

- To understand how we might best undertake this procurement activity,
- what our optimum options for structuring to meet the requirements of the proposed contract are and the proposed service delivery model,
- and seek expert views on how the market can best meet the needs of the organisation

## Scope:

The aim of this procurement exercise is to let a contract and find a strategic long-term partner(s) to work / collaborate with our internal digital team and business and to either wholly, or partly provide support and resources to the development and maintenance of our core strategic system.

The types of work we expect to be undertaken during the contract period include;

### Transition activities

- Work with incumbent supplier to undertake knowledge transfer and on-boarding of existing support and development activities

- Support Digital team in developing a collaborative and cohesive future operating model for the delivery of digital services

#### Core activities

- Operational application development and support
- Delivery / Release management
- Geospatial information services
- Project led development and support
- Incident and change management
- Architectural support
- Business Analysis and user research support
- Quality Assurance
- Cloud infrastructure support (AWS)
- Managed Cloud (Azure services)
- Service desk and Service management
- Microsoft infrastructure
- End User Device (EUD) management
- Database
- Supply of DDAT Resources within a flexible model
- Support business continuity exercises and response activities

#### Flexible activities

- Ability to deliver new projects using a range of technologies within a cloud ecosystem
- Support the development of the enterprise architecture at various levels



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and the environment **in mining areas**