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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)

OVERVIEW

|  |  |
| --- | --- |
| CCS Project Lead: | Amy Retallack |
| Customer:  | Department for Work & Pensions (DWP) |
| Delivery Location: | North West England with travel required to the North East, London and several other Government Department locations. |
| Phase(s):  | Detailed Discovery, Alpha, Beta (Private), Beta (Public), Live |
| Project:  | DS02- 078 |
| Required Capabilities: | Include:[x]  Software engineering and On-going Support[x]  Agile Product Design & Delivery[x]  Front-End Design and Interaction design[x]  System Administrations and Web Operations[x] User Research (UX Design) |
| Subcontracting Permitted? | No |
| Supplier Partnering Permitted? | No  |
| Contract Charging Mechanism (Alpha Phase): | Time and Materials |
| Contract Charging Mechanism (Private Beta Phase): | Time and Materials |
| Contract Charging Mechanism (Public Beta Phase): | Time and Materials |
| Contract Charging Mechanism (Live Phase):  | Time and Materials |
| Contract Charging Mechanism (Discovery Tranche 1): | Capped Time and Materials |
| Contract Charging Mechanism (Discovery Tranche 2): | Capped Time and Materials |
| Tender Publish Date:  | 08/03/2016 |
| Tender Submission Deadline: | 22/03/2016 |
| Proposed length of phase:  | See indicative delivery dates  |
| Proposed Commencement Date of Project: | 02/05/2016 |

LOTTING STRUCTURE

## The Customer has structured this procurement as follows:

|  |  |
| --- | --- |
| **Single Lot** | System Administration and Web OperationsFront-End Design and Interaction DesignSoftware Engineering and Ongoing SupportAgile Product Design and Delivery User Research |

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).

|  |
| --- |
| TIMESCALES |
| DATE | **WHO** | **ACTIVITY** |
| 08/03/2016 | CCS | **Publish Requirements to Potential Providers**Clarification Period Starts |
| 14/03/2016 | CCS, Customers & Potential Providers | **Clarification Webinar 14:00:**Invite to webinar will be issued via the CSS eSourcing Suite. All questions and responses will be published by eSourcing Suite.  |
| 15/03/2016 | Potential Providers | **Clarification Question period closes**Please submit all clarification questions before23:59hrs. Please note that we aim to publish all responses to Q&A within 24hrs. |
| 22/03/2016 | Potential Providers | **Submission Deadline**Potential Provider must upload submission to eSourcing Suite by 12:noon |
| 23-29/03/2016 | Customer | **Evaluation Period** |
| 29/03/2016 | CCS, Customer | **Consensus of written submission** |
| 05-06/04/2016 | Potential Providers & Customer | **Demonstration and Scrutiny** |
| 06/04/2016 | CCS, Customer | **2nd consensus** |
| 07-20/04/2016 | Customer | **Customer Contract Governance** |
| 20/04/2016 | CCS | **Award Notification** Publish Successful and un-successful Potential Providers |
| 02/05/2016 |  | **Expected Commencement Date for Call Off Contract/s**  |

INDICATIVE DELIVERY DATES

|  |  |  |
| --- | --- | --- |
| PROJECT PHASES | START DATE | COMPLETION DATE |
| [Alpha](https://www.gov.uk/service-manual/phases/alpha.html) | 02/05/2016 | 30/06/2016 |
| [Beta](https://www.gov.uk/service-manual/phases/Beta.html) (Private) | 01/07/2016 | 30/09/2016 |
| [Beta](https://www.gov.uk/service-manual/phases/Beta.html) (Public) | 01/10/2016 | 30/12/2016 |
| Live Support | 01/01/2017 | 31/01/2017 |
| Pre-Discovery/Discovery (Tranche 1) | 01/05/2016 | 30/09/2016 |
| Pre-Discovery/Discovery (Tranche 2) | 01/10/2016 | 31/01/2017 |

# Notes:

# 1. It is anticipated DWP will support live running beyond the date of the last key delivery date;

**2.** Depending on the outcome(s) from Pre-Discovery/Discovery (Tranche 1) DWP may choose not to use the proposed Pre-Discovery/Discovery (Tranche 2) call-off

CURRENT SITUATION / BACKGROUND INFORMATION

**Context – DWP Transformation:** DWP is transforming its business architecture and IT infrastructure to enable citizens to securely serve themselves as far as possible 24/7/366 through digital applications. To meet this aspiration the supporting information architecture needs be transformed. This will include (but is not limited to) availability, capacity, resilience, and confidentiality.

The core system supporting DWP’s benefit processing is the Customer Information System (CIS). It holds DWP’s core individual data record ensuring consistency across DWP. CIS data is shared across Government to support other Departments and Agencies (such as HMRC, DVLA, Ministry of Justice); Local Authorities; and other organizations (such as BT and BBC) to deliver a range of government functions. Other DWP IT systems also generate information that may be used across Government.

DWP is also seeking to improve the in-house IT delivery capability.

**Context – Data Registers:** The GDS “Government as a Platform” (GaaP) Business Case argues common services should be developed and adopted across central government. These will form building blocks for digital services. One of the “building blocks” are data registers which will provide government services with secure, accurate, proportionate, audited and managed access to the single source of information held by government about a specific domain. Each register will focus on a specific domain, and may contain open/public data (e.g., schools, vehicles, property and land ownership, etc.) or private data (e.g., register of benefits and entitlements, register of drivers, etc). Registers must comply with cross-government data standards and support all public services equitably. It has been suggested that CIS should be transformed into a series of cross-government registers as a key part of the delivery of the overall transformation.

DWP’s Technology Director General and the Project SRO have agreed with GDS that this work will be undertaken by DWP early in the GaaP journey. It will concentrate firstly on meeting the needs of DWP.

**Project Scope:**  This project is seeking to meet:

* DWP aspirations to deliver secure and highly available services through improved information services;
* GDS’s GaaP aspirations to develop data registers improve Government services across HMG, LA’s, other approved bodies; and
* Identify and meet Citizen needs

**Progress to Date:** DWP engaged suppliers through the Digital Services Framework to complete pre-Discovery research and 6 candidate deliverables have been identified. A further selection will be undertaken and 2 User Journeys recommended for delivery in Alpha.

**Project Delivery Approach:** This Project will be delivered using DWP’s Agile development methodology.

**Project Contract Approach:** As the development of Data Registers is a new concept for DWP the project will only contract for an initial deliverable to prove key concepts and better understand how Data Registers could operate in DWP and across HMG. The project is proposing to deliver:

* a small scale, simple solution to quickly prove the key concepts quickly; and
* Further pre-Discovery research and, for suitable candidates, Discovery activity to develop Alpha’s.

The overall will be managed through call-off contracts as follows:

* Alpha – To complete Alpha activity;
* Beta (Private) – To complete Beta (Private) activity;
* Beta (Public) – To complete Beta (Public) activity;
* Live Support – To provide support for a fully live service and transition support to DWP WebOps;
* Pre-Discovery/Discovery – To undertake

**Further Work -** It is anticipated further delivery contract(s) will be let (subject to funding and approval).

CURRENT ROLES AND RESPONSIBILITIES OF THE CUSTOMER

|  |  |
| --- | --- |
| **Role** | **Responsibilities**  |
| **Product Owner(s)** | The Product Owner is the project’s key stakeholder for each delivery. They will * Communicate the project / programme vision to the Delivery team and Stakeholder communities
* Prioritize and manage the product backlog
* Manage the stakeholder communities
 |
| **Senior Delivery Manager** | Overall management of the project, in particular project governance, financial and commercial approvals.  |
| **Delivery Manager** | Day to day management of the project, in particular ensuring progress and compliance with project governance, financial and commercial approvals are within agreed limits.  |
| **Software Engineer/ Developer** | Contribute to the design, build and maintenance of software applications as part of a multi-functional agile delivery team with the Supplier.  |
| **Technical Architect** | Lead the DWP effort to design solutions that meet DWP and HMG architecture and security standards.  |

**Note:** DWP have the following Developer/Software Engineer resources:

* Senior Software Developer (DWP – SEO Grade) 1
* Software Developer (DWP – HEO Grade) 1
* Test Automation Developer (FDM Ltd – HEO Grade) 1
* Trainee Software Developer (FDM Ltd – EO Grade) 2

DWP resources have experience developing and supporting small in-house applications. They have limited experience of developing web based citizen centric services.

DWP have partnered with FDM Ltd to place FDM resources with IT projects for an extended period (up to 2 years).

CURRENT TECHNOLOGIES AND LANGUAGES

CIS is undergoing technical remediation to upgrade the current hardware and operating system software. This will include migration to Crown Hosting from DWP Data Centre’s managed by HP.

The technology to support Data Registers does not currently exist in DWP. In the initial deliveries it is envisaged tactical solutions will be developed. If the concept proves successful and further candidate deliveries are identified a strategic approach will be developed.

Any tactical solutions developed will need to meet DWP and HMG architecture and security standards.

REQUIRED OUTCOMES

* Successful delivery of products required for Alpha, Beta (Private and Public) as defined in GDS Digital Standards;
* Delivery of service(s) that can be easily rolled-out across HMG (and its partner bodies) and LA’s where appropriate. This may require engagement and consultation with specific organizations as described above;
* Services are compliant with DWP and HMG architecture and security standards;
* Undertake further pre-discovery research to identify potential candidate data registers and undertake Discovery activity as required by DWP ;
* Partner with the DWP project team, other suppliers and/or service partners as required to create a single delivery focused team; and
* Enhance DWP capabilities in the following areas; Agile delivery; software engineering; test management (in particular test automation).

TEST & DEVELOPMENT REQUIREMENTS

DWP will provide development and test environments.

REQUIRED CAPABILITIES AND OUTCOMES OF THE SUPPLIER

**Note:** The project expects suppliers to propose a team that meets DWP defined capabilities outlined below, but that the majority of individuals proposed can meet more than one capability. Suppliers should consider:

how their resources map across capabilities to minimize the number of resources proposed

|  |
| --- |
| Required Capabilities and Outcomes of the Supplier  |
| **Capabilities** | **Outcomes** |
| **System Administration & Web Operations** | ***Web Ops***Ensure physical IT solution(s) are suitable to include ensuring IT system(s) are built, tested and integrated to deliver reliable and resilient service(s) with as much upgrade and test automation of as possible. As the service progresses through Beta(s) to live the focus moves to keeping the live service running and predicting/fixing performance bottlenecks.  |
| **Front-End Design & Interaction Design** | ***Front End and Interaction Designer***Challenge assumptions and test ideas to ensure development of solution(s) that meet known user needs and test how well those needs have been met. Existing government visual design style guides and design patterns should be used where these have already been tested and validated for similar domains and users.  |
| **Software Engineering & Ongoing Support** | ***Technical Architect/Technical Lead***Manage and lead the Development, Test and Architecture technology effort; , responsible for building developer skills, leading development of the solution and being the principal liaison point for technical queries in the team.Lead the Architecture effort to design solutions that can be integrated into the DWP Estate, ensuring the solution is robust, scalable, open and secure.***Developer***Contribute to the design, build and maintenance of software applications as part of a multi-functional agile delivery team with DWP Software Engineer/Developer resources.***Quality Assurance Analyst***Contribute to the success of the delivered solution through the use of best practices (eg pair programming, Test Driven Development (TDD), behavioural-driven development (BDD), Continuous Integration (CI), Continuous Delivery (CD) and automation of the software delivery lifecycle.) |
| **Agile Product Design & Delivery** | ***Service Manager***Creation of a digital service delivery team and take responsibility for on and off line continuous service delivery, gathering and using user insight to inform iterative design***Performance Analyst***Deliver high-quality analysis of the Departmental web data and analytics and other data in relation to the digital service(s). Assess and recommend improvements to data collection, performance reporting and analytical insight for the digital service (s).***Delivery Manager***Deliver services that meet the Government’s [Digital by Default Service Standard](https://www.gov.uk/service-manual/digital-by-default).Produce estimates, manage velocity and the quality of the outputs whilst working proactively to remove blockers.Management of outputs in line with Agile principles to meet DWP needs ***Business Analyst***Deliver services that meet the Government’s Digital By Default Service Standard. Capture user needs, mainly through interviews and workshops (but also surveys and document analysis) to create high level business process descriptions and/or diagrams, and epics and stories in an Agile backlog.Translate known user needs in to a solution that meets those needs, and then to test how well those needs have been met. |
| **User Research** | Deliver user research to generate new and useful insight to design, deliver and iteratively improve services for users. Work with a wider team of Designers, Analysts and Developers to produce a responsive user-centered digital services |

##

THE METHODOLOGY

The Supplier will follow the DWP’s Agile methodology which is based on the GDS Digital Service Manual.

GOVERNANCE

The detailed governance requirements are yet to be agreed. These will be driven and managed by DWP Delivery managers. The supplier will need to support DWP in the provision of estimates, information and artifacts where required as well as participation at relevant forums/meetings when requested.

The project will be subject to DWP’s and Cabinet Office project and contractual processes and procedures adapted for agile delivery. This will include:

* **Regular Project Assurance** – Regular assurance points to confirm the progress and viability of the project;
* **Delivery Assurance** – Individual work packages will require approval to progress through each phase (eg Discovery to Alpha; Alpha to Beta; Beta to Live). This will be managed at a project level but appropriate assurance will be required;
* **Implementation Assurance** – Individual work packages will require approval to proceed to live. This will include ensuring the new service(s) are fit for purpose;
* **Contract Assurance** – Individual work packages will require call off from the overall contract. Depending on the nature of the delivery and overall value of the contract approval will be required from DWP and Cabinet Office.

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 |