

Applying a life-cycle product management approach to drive i3P member engagement and value

Invitation to Tender



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1. BACKGROUND

i3P	Data
<ul style="list-style-type: none"> - i3P is a collaborative innovation partnership that brings together the infrastructure industry and its supply chain to collaborate, innovate and drive growth. - The membership includes 11 Clients (large infrastructure builders/owners/operators), 10-20 of their Tier 1 suppliers and Ca. 200 SMEs. - i3P is a force for change in the sector, providing a coherent industry voice that drives collaborative transformational innovation. - Our mission statement is: <i>The infrastructure industry needs to change to deliver improved and more sustainable infrastructure assets for our society and the UK economy.</i> https://www.i3p.org.uk/en/page/about-us-en 	<ul style="list-style-type: none"> - Our members have big internal jobs. - External collaboration needs to be as friction-free as possible to be a worthwhile use of their energy. - We want to evolve our offer to increase the value it has for all members. - Servicing what they need, how they can leverage more power from the community and co-invest time, money and effort effectively and efficiently is important.

We are looking for a service provider to deliver a project that explores options to improve our user experience, engagement, and user interfaces for our membership.

2. PROJECT PURPOSE & OBJECTIVES

- To explore & test what drives engagement with i3P to learn together, stay updated and share experiences that, in turn, drive adoption of innovation at scale.
- To take an evidence-based approach to discovery.
- To develop options that balance technology, user experience and delivery of business outcomes.

We are agnostic to the proposed solution (although we have a portal and need to explore digital options). Options are likely to involve innovation exchange and collaborative exploration spaces; thought leadership and learning from other industries.

3. SCOPE OF WORK

The selected service provider will:

- Explore what product and services create a compelling hub for people to congregate and interact around to drive co-investment in innovation and adoption at scale and at speed.
- Experiment with the technology, user experience and content to drive and support these behaviours.
- Explore user interfaces that match the user experience requirements.
- Take an evidence-based approach to discovery and develop options that balance technology, user experience and delivery of business outcomes.

N.B. Exclusions: *This project does not include the procurement of a solution.*

4. ACTIVITY TIMINGS & OUTPUTS

Delivery is anticipated to commence mid-July 2023, with final outputs to be completed by 31st January 2024.

We expect the service provider to deliver the following activities within the stated timelines.:
Project review to be held in October 2023.

Mid-July 23; Kick-off meeting

Discovery & beta exploration

Options appraisal, including data and analytics

End Jan 24: Project plan for implemented preferred solution

5. PRICING

The successful proposal will not exceed £80,000 (inclusive of VAT).

The Contract will be awarded in accordance with a pricing proposal for the successful service provider. Payment will be dependent upon successful delivery and approval of outputs by Innovate UK KTN as below:

- 50% be paid after the scheduled project review.
- 50% will be paid after all outputs received and approved by Innovate UK KTN.

6. SUBMISSION AND EVALUATION

To respond to this invitation to tender, please supply the following information:

- A brief overview of relevant experience.
- A proposed plan of work.
- Examples of previous relevant work.
- Main point of contact.
- Any additional service(s) you could provide that would enhance the outputs.
- Itemised costs and day rates.
- Confirmation of availability to deliver services within the stated timelines.
- Details of any Cyber Essentials accreditation held.

The following evaluation criteria will be used to assess the proposals:

- Relevant experience and capability.
- Proven ability to work collaboratively with a range of internal and external stakeholders.
- Proposed delivery team.
- Value for money.

Proposals must be submitted by 5pm on 5th July 2023.

7. TERMS AND CONDITIONS

This invitation to Tender is subject to “KTN’s Terms and Conditions of Contractor Engagement – Company Edition”, which are provided separately.

***For further information and / or to submit a proposal, please contact:
darren.hill@iuk.ktn-uk.org***