Expression of Interest

Project Details:

Project Name	Process Management System
Framework Name / Number	DDaT24470

Description of the Project

Provision of a Process Management System to provide a robust commercial governance and assurance structure supporting the needs of the customer.

The team provide a robust commercial governance and assurance structure supporting the needs of the Department for Energy Security and Net Zero (DESNZ), the Department for Science, Innovation and Technology (DSIT), and Integrated Corporate Services (ICS) including their respective Partner Organisations (POs). Over time the team have experienced a gradual increase in the volume, scope and complexity of projects that come through their Commercial Assurance Board (CAB).

The current process involves a significant amount of time manually creating, populating, circulating and updating a range of excel sheets which feed into the daily operations of the commercial team. This requires constant management and often leads to additional unnecessary work and a duplication of efforts. There is also an increased risk of inaccuracies.

The ultimate solution will create efficiencies and streamline administrative processes.
It will track progress and decisions and hold detailed records of approvals.
The data will need to be centrally visible to the team.

Requirements:

- A process management system which offers improved user-experience through the provision of visualised management information
- Create significant efficiencies across the process, reducing costs associated with duplication of efforts, errors and/or inaccuracies in data
- Removal or automation of non-value adding tasks
- Improve the quality of data
- Automate reporting requirements
- Allow for the provision of a dashboard available for multiple stakeholder information
- Provide a strong audit trail on documents, decisions and progress against commercial activity
- Increase the capacity of the commercial assurance function and an enhanced service offering

Usage Figures:

Anticipated number of users are currently 6, although this may increase. We do not anticipate exceeding 25 users.

Total number of projects subject to the Commercial Assurance Board approval averages 28. Please note a project will pass through the CAB multiple times.

Total number of decisions taken by the Commercial Assurance Board averages 44. Please note multiple decisions will be made against a single project during its commercial lifecycle.

The functional and non-functional requirements outline the specific needs of the final solution. We recognise there may be innovative solutions available in the marketplace that removes the need of some critical criteria as listed below.

Any solutions available that can produce the outcome of a process management system that meets the need and offers the required level of performance will be considered. Therefore, we will welcome details of all possible solutions available. Process flow maps have been included to assist suppliers in identifying solutions that could meet our requirement.

Functional and Non-Functional Requirements

Functional Requirements

Case File Management

- **Must** create and allocate a Unique Reference Number (URN) to all case files upon creation.
- **Should** allow users to import a document (Application Summary) into a case record as a means for populating standard information.
- **Must** have the ability to assign assurance reviews to different team leads (users).
- Each case record **must** be self-contained and shall track all commercial assurance activity as a single unit i.e. separate cases and their reviews should not be mixed.
- **Must** be able to provide assurance management workflows for different stages of the commercial lifecycle i.e. strategy, award, extension or variation.
- **Must** be able to create multiple assurance reviews/workflows within one case record.
- **Could** have the ability to upload multiple documentation at once.
- **Could** have the facility to control documentation to ensure clarity, appropriate access, document removal or additions, and archiving.
- **Could** have the ability to assign tasks within case files to wider stakeholders (external).
- **Must** have the ability to set and issue notifications aligned to reminders, deadlines, due dates or tasks to nominated individuals e.g. issue emails without the recipient needing access to the system.

- **Should** indicate how many days remaining until the deadline or due date for a task/response.
- **Must** have functionality to assign case records to members of the assurance team.
- **Must** have the ability to assign assurance reviews to different users (member of the assurance team).
- **Should** allow the user to restrict access to a case record.
- **Must** offer tracking of tasks and be able to assign a status (e.g., draft, pending, sent, received, closed).
- **Could** allow the user to assign approval requests (e.g. for individual conditions) contained within case records.
- **Could** send alerts to assigned approvers when a task is waiting for approval. This could contain a summary and/or link to relevant information.
- **Must** record the recommendation assurance review rating
- **Must** record the outcome of a Board decision / approval of conditions including the time/date when approval was granted.
- **Must** allow data input for commentary against each case record.

Board Preparation

- **Should** allow the secretariat to input and visualise individual board meetings i.e. day, times, panel members, applicant attendees, case title, value, assurance lead, observers etc.
- **Should** allow cases (and their associated timings, attendees, panel members, observers, papers and attachments) to be easily moved from one meeting to another.
- **Should** allow the export and import of data from documents in various formats (Microsoft Office).
- **Could** allow the upload and secure repository for case documents (Microsoft Office).
- **Must** allow the secretariat to see when case records were added to the system i.e. date and time.
- **Should** allow the secretariat to link Board meetings to a case record.

Board Management

- **Must** allow the secretariat to track and monitor panel attendance, including observers, and prepare **attendance** reports.
- **Must** allow the secretariat to log which senior leader will Chair Board meetings.
- **Could** allow the Secretariat to securely store and maintain records on the appointment of all board members.
- **Could** allow Board members to indicate their availability for upcoming Boards.
- **Must** detail Boards every two weeks with two case slots against each.
- **Must** allow the Secretariat to add additional Board dates/slots when required.
- **Should** link Board dates and availability with those published on the team intranet page.

Board Communication

- **Should** be able to issue reminders and alerts e.g. when documents are due or reminder for panel members when they are scheduled to be a board member.
- **Should** have functionality to issue Microsoft Forms to internal and external stakeholders.
- **Should** have functionality for batching Microsoft Form responses and building responses into a dashboard for reporting purposes.
- **Could** create and issue email messages to applicant teams or CAB panels (based on template).

Investment Committee Management

- **Must** allow the secretariat to import / add data from other sources.
- **Must** allow the secretariat to assign a member of the commercial assurance team to investment committee cases (separate to CAB).
- **Must** allow the secretariat to record senior attendance for Investment Committees.
- **Could** allow the secretariat to upload and save centrally relevant documentation for Investment Committees.

Pipeline

- **Must** provide filtering functionality against all cases/data, based on various criteria including URN, live, closed, department, Board, Investment Committee etc.
- **Must** bring all data together into a visual format i.e. forward look / pipeline.
- **Should** include the ability to click onto a Board session to bring up a more detailed agenda overview i.e. the case title, timing, Board chair, panel members, applicant team, observers, assurance lead etc.

Dashboard / Reporting

- **Must** allow the secure integration of management information reports, including Power BI reporting.
- **Must** offer a dashboard which includes a summary of the data contained within the system.
- **Must** provide a variety of filters to enable reporting requirements or visibility across cases.
- **Must** capture when amendments are made to certain fields e.g. Board date is moved.
- **Should** allow the user to tailor their 'landing page' e.g. view only cases that are assigned to them.
- **Must** allow the team to view statistics on current case work across all boards/committees, including on case volume and timeliness, by each division within the organisation and/or team members.
- **Must** include pre-built dashboards and reports for key areas.
- **Should** allow users to create customised reports and dashboards based on their level of access.
- **Must** allow users the ability to easily export data into MS Office format.
- **Could** include the ability to set-up periodic reports for senior leaders (Commercial Directors / Deputy Directors) setting out case volumes in their respective areas.

- **Must** allow the generation of standard and ad-hoc reports on correspondence activities, trends, and performance metrics.
- **Could** have analytics tools for gaining insights into management processes and identifying areas for improvement.

Non-Functional Requirements

Useability

- **Must** include auto-save capability.
- **Must** have robust search capabilities allowing users to search records based on various criteria, including URN, keywords, dates, user, and recipients.
- **Must** have advanced search features such as filtering, sorting, and saved searches.
- **Must** include mandatory completion fields as a prerequisite to saving a new case file and/or making updates. These must be clearly identifiable.
- **Must** provide standard formatting of data fields e.g. UK date formats, Pounds sterling for currency etc.
- **Must** include automatic formatting of numeric values.
- **Must** include freeform text fields with flexible or fixed limits to character count.
- **Must** provide customisable drop-down menus.
- **Must** be intuitive to use with minimal training needed for users to be familiar with and navigate the platform.
- All buttons and fields **should** be labelled consistently throughout.
- **Should** provide support for customisation and personalisation of user preferences and settings.
- **Should** provide the secretariat with administrative functions to allow amendments and additions to the system or functionality to allow the granular setting of access permissions.
- **Must** be usable on a range of devices including smartphones, laptops and desktop computers, scaling to make the most effective use of different display sizes.
- **Should** support role-based access control and usability to ensure that only authorised users can access specific functionalities and data i.e. administrator rights, view only rights, editor rights etc.
- **Could** provide users with assistance, help or guidance during the use of the system via the use of guides, helpful hints, pop-up menus, virtual assistants etc.

Security

- **Must** conform to the NCSC cloud security principals, ISO27001 and or Cyber Essential Plus.
- **Must** allow for cases to be marked according to government security classifications preventing unauthorised access.
- **Must** protect official and personal data from being accessed by unauthorised users.
- **Must** offer integration with single sign on (e.g. Okta).
- **Must** offer secure user authentication, supporting multi-factor authentication if necessary.

- **Must** comply with DSIT, DESNZ, ICS and Government Security Standards.
- **Should** offer functionality to allow the monitoring of usage of the platform by individual users.
- **Must** comply with the UK GDPR principles (and be supported by a Data Protection Impact Assessment) and comply with the requirements of the Data Protection Act (2018) pertaining to the protection of the personally identifiable information included in reports.
- **Must** host data in UK-based data centres.

Accessibility

- **Must** meet the requirements set out in the accessibility regulations in the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018. These accessibility regulations build on existing obligations to people who have a disability under the Equality Act 2010.
- **Must** comply with the government's Technology Code of Practice. This includes the requirement for your product to meet Level AA of the Web Content Accessibility Guidelines (WCAG) 2.2.
- **Must** comply with the Public Sector Bodies Accessibility Regulations 2018 and the Equality Act 2010 must be confirmed as follows:
    - Testing documentation (sometimes called an audit) from an internal or external accessibility specialist aligned to WCAG 2.2 Level AA.
    - Accessibility Statement aligned to the requirements of the Public Sector Bodies Accessibility Regulations 2018 that includes information about non-compliant elements, workarounds, and plans for the future.
    - Accessibility Certificate from an external accessibility specialist.

Robustness

- **Must** be able to accommodate concurrent usage by multiple users.

Compatibility

- **Must** integrate with Microsoft Office 365.
- **Must** have functionality to link with SharePoint.
- **Could** integrate with other systems and/or future system developments e.g. co-pilot

Business Continuity

- **Must** be resilient and capable of being recovered with data restored in the event of a business continuity event.

Audit and archiving

- **Must** comply with legal regulations concerning archiving and retention of information.
- **Must** keep an unalterable audit trail capable of recording the actions, including the date and time of those actions.
- **Must** allow the exporting of audit data from the dashboard.
- **Could** enable automated Retention Policies and audited Archive Storage.

This form is an expression of interest only; the full details of the project and the desired outcomes will be provided in the Further Competition.

Procurement Plan / Dates and Budget

Project budget – up to £100k estimated, although maintenance and ongoing fees have not been accounted for at this stage. Therefore, this is an initial estimate and may not reflect the final solution cost.

Indicative EOI request live period – 3 Weeks

EOI Response date – 08/11/2024

Indicative advertising timescales for a further competition – December 2024

Indicative contract start date – March 2025

Contract end date – TBC

Please note this information is for preliminary market engagement and may not result in a tendering opportunity.

Validation Questions

To ensure that this procurement maximises appropriate bidder responses we have the following questions that we would like to pose to interested suppliers:

1. **Supplier Capability –** Please can you confirm if this project is something that your organisation would have the capability and capacity to undertake based on your current resources?
2. **Procurement Timescales** – Based on the indicative timescales for advertising this procurement, would your organisation have capacity to provide a tender response? If your response would be 'No', we would be grateful for any further relevant details on why you would not have capacity to respond based on the timescales advised.
3. **Project Budget** – Please can you advise if you believe the available budget detailed above would be suitable for the scope of Services we require? Please advise on your costs in relation to your proposed solution, including a breakdown of costs in relation to product functionality as this will allow us to make informed decisions on the overall product scope.
4. **Project Scope** – Based on the procurement scope provided, please can you advise if there is any further information that you would require to be able to support a bid response?
5. **Suggested Approach / Methodology** – As part of the response to a formal tender for this requirement, we will be asking bidders to advise on their chosen Methodology / Approach to undertaking these Services. Please can you advise if at this stage you believe you would recommend a solution that fully meets the specified criteria, partially meets the specified criteria, or if you would identify an alternative proposal?
6. **Product delivery lead time** – Please provide a breakdown of indicative timescales for delivery of the final product. Please detail the end-to-end process including, but not limited to, product development, implementation and roll out.

Response from Supplier:

We are inviting interested suppliers to respond to the above questions by completing this questionnaire https://forms.office.com/e/8gvmvc4jz6 by Friday 08th November 2024. We would also welcome feedback on how to refine or tighten the project scope, or suggestions on the resources (including data) and necessary timelines that would be required to deliver the project.

By responding to the questionnaire you will be engaging in non-competitive dialogue which will enable DESNZ to develop and assess the market's appetite, concerns and view on the formulation of its requirements. DESNZ may consider the information and responses received as part of the questionnaire to help inform the specification and further decision making in relation to the planning and conduct of the procurement, ensuring all valid options are considered.

For the avoidance, this notice is not a Call for Competition; a Contract Notice will be issued as a call for competition. Not providing a response to the questionnaire shall not prevent any supplier from participating in a future procurement, nor is it intended that any information as part of the market consultation will place any supplier at an advantage in a potential procurement process.