



Crown
Commercial
Service

Bid Pack

Attachment 3 – Statement of Requirements

Contract Reference: Provision of UK Market Reports

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1. PURPOSE

The Commercial Intelligence (CI) team requires access to market reports across multiple UK industry sectors, including areas of Environmental, Social and Corporate Governance (ESG). The data from the reports forms the basis of our market analysis, in terms of UK market size and overview, and future trends and opportunities.

2. BACKGROUND TO THE CONTRACTING AUTHORITY

The CI team provides market analysis, supplier information and ad-hoc pieces of industry data to the Crown Commercial Service (CCS) Categories.

3. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

- 3.1 The CI team provides market and supplier information to the CCS Categories.
- 3.2 The CI team receives regular requests for data relating to UK market size for areas related to the supply of common goods and services. This is to identify any potential areas that could be met by CCS agreements, with the aim of obtaining the best value possible to the taxpayer.
- 3.3 The market reports must also cover Environmental, Social and Corporate Governance matters.

4. DEFINITIONS

Expression or Acronym	Definition
Authority	Crown Commercial Service
CCS	Crown Commercial Service
CCS Categories	Crown Commercial Service Categories, e.g. Energy or Management Consultancy
CI	Commercial Intelligence
ESG	Environmental, Social and Corporate Governance

5. SCOPE OF REQUIREMENT

- 5.1 The Supplier will deliver services relating to industry and market information in the form of UK focussed market reports which will be available via a website.
- 5.2 Register or remove CCS users within 24 hours.
- 5.3 Unlimited download of UK focussed market reports.
- 5.4 Compatibility with main internet browsers such as Google Chrome, Safari, Firefox, and Microsoft Edge.

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- 5.5 Training for new users on how to use the service and what information the reports contain.
- 5.6 Reports should be updated at least once per annum (twice per annum is desirable).

6. THE REQUIREMENT

- 6.1 The service must provide 24 hour a day access, 365 days per year, to market reports through a web-based front end. The service should also be compatible with the main browsers in use (Google Chrome, Safari, Firefox, and Microsoft Edge) and be compatible with Microsoft and Apple operating systems.
- 6.2 New users should be able to be registered onto the system each working day. All new users to be offered training on a monthly basis via webinars. The supplier will provide adequate training in order to access industry and market reports and understand their content.
- 6.3 Meet government accessibility requirements. Services must achieve Web Content Accessibility Guidelines (WCAG) 2.1 level AA.
- (a) Government accessibility requirements - <https://www.gov.uk/service-manual/helping-people-to-use-your-service/making-your-service-accessible-an-introduction>
 - (b) Understanding WCAG 2.1 - <https://www.gov.uk/service-manual/helping-people-to-use-your-service/understanding-wcag>
 - (c) WCAG 2.1 (further detail) - <https://www.w3.org/TR/WCAG21/>
 - (d) Public Sector Bodies (Websites and Mobile Applications) Accessibility Regulations 2018 (Part 2)
- 6.4 The supplier will provide reports in an open document format, e.g. PDF, and supporting data in Microsoft Excel and Google Sheets.
- 6.5 If any significant system changes are to be made, notice should be given five working days in advance.
- 6.6 Any major system or website maintenance to be notified three working days in advance.

7. KEY MILESTONES AND DELIVERABLES

- 7.1 The following Contract milestones/deliverables shall apply:

Milestone/Deliverable	Description	Timeframe or Delivery Date
1.	Contract signature	12/02/2022

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2	Start of service. This will overlap with the existing supplier for a two week period to allow the transfer of users and time for training.	12/02/2022
3	Initial training of users	12/02/2022 to 26/02/2022
4	Training of new users	Monthly
5	First quarterly contract review meeting	May 2022

8. MANAGEMENT INFORMATION/REPORTING

- 8.1 The supplier will provide monthly usage statistics based on individual user downloads.

9. VOLUMES

- 9.1 Unlimited download of market reports for each registered user.
- 9.2 A number of reports (300 - 400) covering key UK markets for common goods and services are required to be available.

10. CONTINUOUS IMPROVEMENT

- 10.1 The Supplier will be expected to review the way in which the required Services are to be delivered throughout the Contract duration.
- 10.2 The Supplier should present any new ways of working to the Authority during quarterly contract review meetings.
- 10.3 Changes to the way in which the services are to be delivered must be brought to the Authority's attention and agreed prior to being implemented.

11. QUALITY

- 11.1 The system should be available seven days per week, 365 days per year, between the hours of 06:00 and 22:00.
- 11.2 Market reports provided should be UK focussed, accurate and updated at least once per annum (twice per annum is desirable) to ensure a consistent high quality.
- 11.3 Reports should be downloadable in an open document format, e.g. PDF. Supporting data may be made available via Microsoft Excel or Google Sheets.

12. PRICE

12.1 Prices are to be submitted via the e-Sourcing Suite.

13. STAFF AND CUSTOMER SERVICE

13.1 The Supplier shall provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service.

13.2 The Supplier's staff assigned to the Contract shall have the experience to deliver the Contract to the required standard.

13.3 The Supplier shall ensure that staff understand the Authority's vision and objectives and will provide excellent customer service to the Authority throughout the duration of the Contract.

14. SERVICE LEVELS AND PERFORMANCE

14.1 The Authority will measure the quality of the Supplier's delivery by:

KPI/SLA	Service Area	KPI/SLA description	Target
1	Provision of Market Reports	Supplier provides market information, accessed via the supplier website.	100% within 1 week of contract award
2	Quality of content	Market reports to contain a UK market size in £bn or £m, an overview of the market including key metrics and a summary of key suppliers.	100%
3	Timeliness of updates	Reports to be updated a minimum of once per annum with a UK focus. Twice per annum is desirable.	100%

14.2 Supplier to hold Cyber Essentials as a minimum.

14.3 Solution must comply with the Security Policy Framework - https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/719067/25062018_Minimum_Cyber_Security_Standard_gov.uk_3_.pdf

14.4 Solution should be hardened in accordance with the OWASP top 10 - <https://owasp.org/www-project-top-ten/>

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15. SECURITY AND CONFIDENTIALITY REQUIREMENTS

- 15.1 The potential provider will be required to sign a Non-Disclosure Agreement (NDA).

16. PAYMENT AND INVOICING

- 16.1 Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables.
- 16.2 Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.
- 16.3 Invoices should be submitted to: **REDACTED**

17. CONTRACT MANAGEMENT

- 17.1 A Contract Review meeting will be held quarterly.
- 17.2 Attendance at Contract Review meetings will be via conference call or virtual meeting.

18. LOCATION

- 18.1 The location of the Services will be carried out at **REDACTED**