

REQUEST FOR QUOTE

DYNAMICS 365 & POWER PLATFORM - TRAINING

MARCH 2023

CUSTOMER: Insolvency Service

START DATE: 31/03/2023

DATE RESPONSE REQUIRED: 11/04/2023

Dear Supplier

This Request for Quote (RFQ) is seeking a quote for Dynamics 365 and Power Platform training.

ABOUT US

The Insolvency Service (INSS) is a government agency that provides services to those affected by financial distress or failure.

We play a vital part in promoting long-term economic growth by dealing with financial failure and giving confidence to lend.

Our goal is a fair and open insolvency system that works well, and a marketplace that is fair for businesses and individuals.

We work across boundaries within government and collaborate with our partners in the insolvency sector.

- our official receivers deal with personal debts and insolvent businesses – realising and distributing assets, helping people back on their feet financially and carrying out investigations to support the integrity of the insolvency system
- our investigators scrutinise director and corporate behaviour, investigating and disqualifying those who abuse the system – protecting the economy to the tune of £100,000 economic benefit for every disqualified director
- our Redundancy Payments Service (RPS) ensures people receive redundancy pay and other statutory entitlements when a company fails – protecting people at a time when they may be at their most financially vulnerable

We maintain the standards that help make Britain one of the best places in the world to do business. We are proud to provide an insolvency regime which is highly regarded globally. We authorise and regulate the insolvency profession. We deliver insolvency services, often when there is no private sector practitioner. Where legislation needs improving, we advise on the changes required.

Treating each of our customers as an individual and with respect is at the heart of what we do. We balance our efforts in protecting creditors and the public from misconduct and scams, with providing help to individuals and companies going through financial failure – providing a proper way out. We continuously improve our services and are moving more services online so people can connect with us better.

Our people have a unique blend of talent and exceptional skills. We draw upon a wide range of expertise across the agency and intelligence from a variety of sources. As unbiased, professional experts, we also have excellent connections with wider government, the legal profession and other stakeholders.

Together as the Insolvency Service, we provide leadership across the insolvency sector and deliver integrated, valuable services where they are needed.

REQUIREMENT

The Operational Service Management (OSM) Team support frontline business areas with their ongoing system needs/enhancements, one of those systems is Dynamics365 which currently supports both the RPS and Breathing Space (and in 2024 for the large majority of INSS following the delivery of the Future Case Management Capability (FCMC) project).

The OSM team already carry out various types of configurations and customisations within dynamics365 but are looking to re-affirm and improve (where possible) the knowledge they have and particularly get a better understanding of the Power Platform features.

Specific areas for which the team wish to receive training (but not limited to): -

- Understand the features and tools that exist in Microsoft Dynamics 365 and the Power Platform
- Be proficient using the Power Apps Make Portal and the Power Platform Admin Centre
- Understand the differences between Environments and Solutions and how deployments of solutions can cause issues with live environments
- Understand the requirements to deploy and support Microsoft Dynamics 365 through the Power Platform Admin Centre
- Plan, design and implement business process automation with Workflows, Business Process Flows and Power Automate Flows
- Understand the necessary best practices when creating customizations for Microsoft Dynamics 365 Customer Engagement, Power Apps and the Power Platform
- Be able to apply best practice methodology using unmanaged and managed Solutions to manage customizations across multiple Power Platform Environments

The team (6 people) are based in our Birmingham office (Cannon House, 18 Priory Queensway, B4 6FD) and would prefer an onsite face-to-face classroom style training event where they can ask questions and build/reverse engineer workflows that already exist. Ideally, training is to be provided w/c 24/4/2023 or ASAP afterwards.

Potential suppliers are requested to provide a suggested course outline for this training and a quote for such.

Please note:

- We reserve the right not to proceed progress this requirement. Nothing shall constitute a commitment to ordering unless we enter into a contract with a Potential Provider.
- Should a contract be entered into, the Potential Provider agrees to supply the services in accordance the contract.
- Any and all costs associated with the providing a response to this RFI must be borne by the Supplier. We will not contribute in any way to meeting production costs of any response.

GENERAL CONTACT POINT FOR THIS RFI

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