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# WHATS INCLUDED

Customer Requirements (this document)

Appendix A – Award Questionnaire (template to be completed – one for each Lot)

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)

Appendix D – Supplier List for Partnering Possibilities

OVERVIEW

|  |  |
| --- | --- |
| CCS Project Lead: | Amy Retallack |
| Customer:  | Department for Business, Innovation and Skills |
| Delivery Location: | 1 Victoria Street, London (BIS Offices) |
| Phase(s):  | Alpha, Beta, Live |
| Project:  | DS02-068 |
| Required Capabilities: | Include:Software engineering and On-going SupportAgile Product Design & DeliveryContent Design, Editorial and StrategyFront-end Design and Interaction DesignUser Research (UX Design)System Administration and Web Operations |
| Subcontracting Permitted? | Yes |
| Supplier Partnering Permitted? | Yes |
| Contract Charging Mechanism (Alpha Phase): | Capped Time and Materials |
| Tender Publish Date:  | 18/01/2016 |
| Tender Submission Deadline: | 29/01/2016 |
| Proposed length of phase:  | 15 weeks |
| Proposed Commencement Date of Project: | 22/02/2016 |

LOTTING STRUCTURE

## The Customer has structured this procurement as follows:

|  |  |
| --- | --- |
| **Lot 1**  | Software Engineering and On-going Support:Technical Architect (x1) Developer (x4) 1 senior, 3 intermediateQuality Assurance Analyst (x1) – 13/15 weeks Agile Product Design & Delivery: Business Analyst (x1) |
| **Lot 2** | Front-end Design and Interaction Design:Service Designer (x1)Interaction Designer (x1) Content Design, Editorial and Strategy: Content Designer (x1) |
| **Lot 3** | User Research (UX Design): User Researcher (x1) |
| **Lot 4** | System Administration and Web Operations: Web Operations (x1) |

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).

|  |  |  |
| --- | --- | --- |
| **DATE** | **WHO** | **ACTIVITY** |
| 18/01/2016 | CCS | **Publish requirements to Potential Providers:** Clarification period starts |
| 21/01/2016 | CCS, Customer & Potential Providers | **Clarification Webinar 14:00:** Invite to webinar will be issued via the CCS eSourcing Suite. All questions and responses will be published via eSourcing Suite. |
| 22/01/2016 | Potential Providers | **Clarification Question period closes**Please submit all clarification questions by 23:59hrsPlease note that we aim to publish all response to Q&A within 24hrs |
| 29/01/2016 | Potential Providers | **Submission Deadline** Potential Provider must upload submission to the eSourcing suite by 12:00noon |
| 01-03/02/2016 | Customer | **Evaluation Period** |
| 04/02/2016 | CCS, Customer | **1st Consensus of written submission** |
| 10-11/02/2016 | Potential Providers & Customer | **Presentation and Scrutiny** |
| 12/02/2016 | CCS, Customer | **2nd Consensus of presentation** |
| 15 - 16/02/2016 | CCS | **Award Notification**Publish Successful and un-successful Potential Providers. |
| 22/02/2016 |   | **Expected Commencement Date for Call-Off Contract/s** |

KEY DELIVERY DATES

|  |  |  |
| --- | --- | --- |
| PROJECT PHASES | START DATE | COMPLETION DATE |
| [Alpha](https://www.gov.uk/service-manual/phases/alpha.html) | 22/02/2016 | 03/06/2016 |
| [Beta](https://www.gov.uk/service-manual/phases/Beta.html) | TBC | TBC |
| Live | TBC | TBC |

CURRENT SITUATION / BACKGROUND INFORMATION

Discovery

Discovery commenced on the 30th November for 8 weeks to establish a cross government platform for import & export licensing. This project is led by BIS & MOD and is focusing the alpha & beta on the export licensing of controlled goods. User Research findings have highlighted that the main pain points of the current service are that importers and exporters are unsure of the correct license types to apply for and that applications are often incomplete resulting in 50% of applications being returned for requests for information.

As a result the alpha will focus on creating a license decision tree which will act as the intelligent front end to guide exporters into the correct license type. Once the license type has been identified the front end will then guide the exporter to the correct license. Initially for the Alpha the new import/export licensing service will provide the possibility to process an Open General Export License (OGEL) all other export license types will be interfaced to the current SPIRE IT system.

At the end of Discovery, there will be the following deliverables, which will then be used to create an Alpha application and provide a basis for a cross-government platform.

**Alpha**

1. Detailed business process
2. Detailed technical architecture
3. Wireframes/high level prototype
4. Prioritised license type and associated personas
5. Service Design
6. Content Design
7. Prioritised Alpha backlog
8. Sprint Plan

**Cross-Government Platform**

1. Outline target business process
2. Outline Technical Architecture
3. User personas - Government & Industry
4. Service plan & strategy
5. Content Strategy
6. Data migration plan
7. Product backlog
8. High level project plan
9. License rollout plan

Background

BIS are responsible for the licensing and control of strategic goods for export through its Export Control Organisation (ECO) and the licensing of controlled goods for import via the Import licensing Branch (ILB). MOD is responsible for Form 680 pre-licensing, gifting, Private Venture (PV) Security Grading and Exhibition Clearance processes.

Import and Export licensing and associated security clearance processes are a vital element of the Government’s counter-proliferation and international security strategy – and one that is growing in importance given the growth of international trade.  It is an area where BIS and MOD can only achieve their objectives by working closely with business and providing them with a user-friendly licensing process. The value of export licences handled is about £47 million per day or about £12 billion per year (calendar year 2014 data).

Current Service - SPIRE

The SPIRE service currently administers these licenses and related security processes. It was designed to digitise the previous manual license processing system back in 2006 and it has been enhanced and expanded year on year ever since to include additional license types, additional security processes and changes in legislation. There is now circa 8 years of data held within the service and recent performance tests have highlighted some MOD tasks are three times slower than similar BIS tasks. The underlying code set for the service (FoxOpen4) goes out of support from July 2016 and high level estimates for an upgrade are circa £450k. The service handles the following:

BIS Export Licenses:

* SIEL - Standard Individual Export Licenses (Permanent Export, Temporary Export & Transhipment licenses)
* OIEL - Open Individual Export Licenses (Military, Dual Use, Dealer, UK Continental Shelf, Media & Cryptographic licenses)
* SITCL - Standard Individual Trade Control Licence
* OITCL - Open Individual Trade Control Licence)
* OGL - Open General Licence
* EUGEA - EU General Export Authorisation
* GPL - Global Project Licence

BIS Import Licenses.

* Textiles (Quota)
* Iron and Steel (Quota)
* Outward Processing Trade
* Derogation from Sanctions Import
* Firearms and Ammunition (Open Individual Import Licence)
* Firearms and Ammunition (Specific Individual Import Licence)
* General Surveillance (Cars) - Disabled
* General Surveillance (Iron and Steel) - Disabled
* Wood (Quota)

MOD:

* F680 - Release of Classified Information for Export Promotion Application
* GIFT - coordination of gifting proposals
* PV – Private Venture
* Ex – Exhibition

Other elements of the current services are:

* SPIRE Searchable Database (Publicly available Export Control Statistics)
* Goods Checker
* OGEL Checker
* OIEL License Returns
* End User Advice Service
* Control List Classification Advice Service
* Compliance
* Denials Module (UK Refusals Data)
* Customer Satisfaction Survey for ECO performance monitoring

The current service interfaces with the following external systems to exchange data:

* HMRC CHIEF system via EDI Interface
* Companies house web-service for company information
* Post Office web-service for postcode lookups
* EU commission interface via SIGL

Other Departments that use SPIRE (some are involved in the consideration of the license application) are DECC, DFID, GCHQ, FCO, Police, Border Force and Intelligence Agencies

At present, we have undertaken pre-discovery work to establish the current business process and mapping of the current modules within the system.

Proposal/Service Vision

BIS proposes a transformation project over the course of 2 years, starting in FY 2015/16 with a series of prototypes / Alphas to prove out the benefits.  It is intended that findings and solutions identified in BIS can be extended to other government departments as part of the 1 Government @ the border programme, in particular the Department for Environment, Food & Rural Affairs and the Arts Council.

**Vision**

To create a secure Government platform for import & export controls, that is customer-focused and intuitive

* A 'one stop shop' for licensing & permissions for import & export
* A single experience for moving permissible goods across the UK border
* Enable Imports & exports in a secure & effective manner
* Digitally transforming current Government services
* Enhancing UK trade

This project would consist of:

**The Creation of service patterns and standards** to meet import and exporting needs for all central government. The service will be aligned with the Government Digital Service programme of a One Government @ the Border and the new BIS export control licensing system (the focus of Alpha & Beta) will be developed so that it can be expanded to cover other government permissions as it will be based on consistent design patterns, reusing information and data where possible

The upskilling and skills transfer from Digital specialist to BIS core staff

CURRENT ROLES AND RESPONSIBILITIES OF THE CUSTOMER

|  |  |
| --- | --- |
| **Role** | **Responsibilities**  |
| **BIS Lead** | Overall responsibility for the service from a BIS perspective |
| **Delivery Manager** | Overall responsibility for delivery of the service |
| **Product Owners** | Subject matter experts on licensing |
| **Stakeholder & Comms** | Engaging wider stakeholder and ensuring all are communicated with |

CURRENT TECHNOLOGIES AND LANGUAGES

Current system (SPIRE) that is due to be replaced is written in FoxOpen but this will be moved away from for the future system. We will be looking at open-source software to develop the solution.

This will predominantly be a greenfield build, which will be language agnostic, as we expect developers to be able to adjust to a number of languages, including .net, java and other open source languages, supporting a team decision on what languages to use and when. There is a need to build multiple components within the new service, so multiple languages may be used and also, where appropriate, existing technology may be re-used or bought, so there will be several integration points.

REQUIRED OUTCOMES

Alpha will result in building on the outcomes of Discovery. The focus will be to create an alpha application focused on an intelligent front end to determine license applications (license decision tree) and then to build the functionality to enable exporters to register for an Open General Export License (OGEL).

The Alpha phase will consist of:

* + Consolidation of Gov.uk guidance
	+ Creation of the intelligent front end (License Decision Tree)
	+ Creation of an OGEL license application module
	+ Creation of an authentication module
	+ Creation of the foundation of an CRM system module
	+ Creation of the foundation of an Assessment system module
	+ Integration with EORI, Companies House, Verify, postcode lookup & SPIRE

The Beta Phase will consist of:

* + Further development of Alpha to scale the service – Enhancement of CRM and authentication
	+ Creation of an Assessment module to enable the governmental back end service to process applications quicker. Further integration with Assessment APIs (Sanctions, EU, Regimes etc)
	+ This will focus on one license type and enable the service to be built out further. This will be focused on Standard Individual Export Licenses (SIELs) which cover a high percentage of commonality across BIS, MOD & Government
	+ Implementation of business process re-design

The Live Phase will cover:

* + Implementation of all BIS & MOD licenses types onto the new licensing platform. This is the transition from SPIRE to the new import/export licensing service.

TEST & DEVELOPMENT REQUIREMENTS

Alpha will result in the creation of the intelligent front end in the form of a license decision tree. Once exporters have been guided to the right license type the import/export licensing service will be able to process Open General Export Licenses (OGELs) with all other license types being interfaced to the current IT system SPIRE.

In order to achieve this the following will need to be developed and tested:

* + Creation of the intelligent front end (License Decision Tree)
	+ Creation of an OGEL license application module
	+ Creation of an authentication module
	+ Creation of the foundation of an CRM system module
	+ Creation of the foundation of an Assessment system module
	+ Integration with EORI, Companies House, Verify, postcode lookup & SPIRE

REQUIRED CAPABILITIES AND OUTCOMES OF THE SUPPLIER

|  |
| --- |
| Required Capabilities and Outcomes of the Supplier |
| **Capabilities** | **Outcomes** |
| **Software Engineering and Ongoing Support** | **Role: Developers** **Required for LOT : 1****No. of Roles required : 4***(We reserve the right to withdraw this role if GDS can supply someone internally)*We are looking for 1 lead developer and 3 junior-intermediate developers with a number of years’ experience developing software solutions.  We are looking for people who are keen to own problems and find solutions with the support of a small team.  They will be keen problem solvers who are not scared of learning new technologies quickly, be happy working on front or back end components, be prepared to contribute to the design and be flexible enough to deal with a constantly changing agile project. **The main responsibilities of the post are:*** Building web and mobile products to serve a variety of citizens' needs.
* Implementing APIs for internal and external use.
* Building up a useful, robust automated test suite to support a Continuous Deployment environment.
* Being involved in the wider web development community, identifying good practices we can adopt and sharing our experiences.
* Sharing knowledge of tools and techniques with the wider team, both developers and non-developers
* Taking part in 2nd-line support of applications and platforms, including occasional support outside of office hours

**Role: Technical Architect****Required for LOT: 1****No. of Roles required: 1***(We reserve the right to withdraw this role if GDS can supply someone internally)*Candidates must have a strong track record of building and running high volume, reliable and flexible services that are relentlessly user-focused and continually improved through iterative development.**The main responsibilities of the post are:*** Provide hands-on technical leadership, in the development, operation and ongoing improvement of complex, transformational digital services serving millions of users.
* Work with product/service managers to understand user needs for new and existing services.
* Act as the technical authority in prospective, information gathering and scene setting meetings with other government departments, evaluate technical proposals from external suppliers, and make implementation recommendations to senior stakeholders.
* Work with delivery teams and partners to break technical requirements down into appropriate pieces, and to identify key API requirements for integration with internal and external systems.
* Lead the rapid development of user-driven prototypes to identify technical options and inform architectural approaches, working with colleagues and supplier team members to write tests, code and documentation for new and existing systems.
* Ensure that new and updated platforms, products and transactions are thoroughly tested for performance, are able to handle specified load, and can be maintained over the long-term.
* Work with internal teams and external suppliers to ensure that their system architectures are robust, scalable, open and secure, with appropriate overall system design and integration points/APIs, to deliver a high quality user experience.
* Advise on, manage and implement agile delivery projects within government departments, providing guidance, mentoring and training in agile technical delivery and evolutionary software architecture to government departments and agencies.
* Assist with building a culture of continuous delivery and improvement, ensuring that key systems are regularly analysed, maintained and improved.

**Role: Quality Assurance Analyst – 13 out of 15 weeks (starting 7th Mar)****Required for LOT: 1****No. of Roles required: 1***(We reserve the right to withdraw this role if GDS can supply someone internally)*The role will cover the quality assurance and testing of the service. The main responsibilities are:* Review functional and design specifications to ensure full understanding of individual deliverables.
* Front end and Backend database testing
* Identify test requirements from specifications, map test case requirements and design test coverage plan.
* Execute and evaluate manual or automated test cases and report test results.
* Hold and facilitate test plan/case reviews with cross-functional team members.
* Ensure that validated deliverables meet functional and design specifications and user stories.
* Isolate, replicate, and report defects and verify defect fixes
 |
| **Agile Product Design & Delivery** | **Role : Business Analyst** **Required for LOT : 1****No. of Roles required : 1***(We reserve the right to withdraw this role if GDS can supply someone internally)*Candidates will be familiar with a range of digital / web services and solutions, ideally where open source and cloud technologies have applied agile development methodologies.  You will be an excellent communicator and be able to rationalise complex information to make it understandable for others to work with. The ability to work independently, proactively and with versatility in responding to changing circumstances is essential. You will need an eye for detail, excellent communication skills and be able to interrogate reported information and challenge sources where inconsistencies are found.**The main responsibilities of the post are to:*** Support the department by analysing propositions and assessing the following
* Work closely with the nominated service manager to define a product approach to meet the specified user need.
* Work closely with the user researcher and service manager/product owners to identify and create features to formulate a product backlog to deliver the end to end service
* Define skill requirements and map internal, departmental and external (partners/specialist contractors) resource.
* Work with the owning department to ensure they have the budget to cover the proposed approach and resource requirements during delivery and analyse what provision they have for on going running costs?
* Analyse and map the risks of this product approach and propose mitigation solutions
* Define how the predicted user and financial benefit can be realised, and how channel shift will be measured.
* Make a recommendation for action against the analysis done.

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| **Front-end Design and Interaction Design** | **Role : Designer** *(Service Designer)* **Required for LOT : 2****No. of Roles required : 1***(We reserve the right to withdraw this role if GDS can supply someone internally)*This role will cover service design and elements of interaction design.The main tasks for a service designer are to design for user needs by:* Analysing failure within existing services and identifying root causes for that failure
* Identifying opportunities for cost reduction and improvement within an existing service
* Arranging separate interactions into rational user journeys within that service
* Looking for commonalities in activities across services where products / prototypes / proof of concepts could be made
* Recognise problems within a service and where complexity can be removed
* Contribute to cross government service patterns and standards
* To work between User Research, Service Design & Technical to be able to create user focused front end, both on paper and as working code.

**Role : Designer** *(Interaction Designer)* **Required for LOT : 2****No. of Roles required : 1** *(We reserve the right to withdraw this role if GDS can supply someone internally)*This role will:* Rapid prototyping and iterations of the alpha.
* Work as part of a multi-disciplined team to design user focused and successful services
* Deliver designs that meet web standards, ensuring that key elements are built in from the outset
* Contributing to the development and continual enhancement of products
* Partnering with colleagues to facilitate a consistent user experience.
* Building relationships and work effectively with external providers, for example user testing and user experience professionals.
* Disseminating expertise of how design decisions impact accessibility both internally and externally.
* Communicating credibly with a wide range of digital delivery disciplines and talent both internally and externally.
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| **Content Design, Editorial and Strategy** | **Role : Content Designer Role**  **Required for LOT : 2****No. of Roles required : 1***(We reserve the right to withdraw this role if GDS can supply someone internally)*To work alongside other areas of design to ensure that pages and content is relevant to users and that this is constantly iterated and improved to be understandable and give the best possible user and business experience.The main tasks of the content designer will be* scoping, commissioning, writing, editing and publishing digital content across all channels (web, mobile, social media)
* making sure customer journeys are the best they can be
* managing relationships with subject matter experts to make sure content is accurate
* accountable for delivering content assets that are accurate, timely, high-quality (based on insight and outputs of user testing, relevant to audience, easily understood, SEO optimised) and to the department’s style
* accountable for choosing the best format for displaying information to the user - if we don’t have one, we’ll want you to suggest ideas or identify the gap
* making sure appropriate policy and legal checking within other parts of government happens, and that content is published quickly and efficiently
* monitoring the performance of content and tools and work with the Product Manager and a multi-disciplinary team to understand user behaviours and feedback
* identifying ways to improve the content and to iteratively improve the product
* at ease working in an agile environment with rapidly changing deadlines, workloads and goals
 |
| **User Research (UX Design)** | **Role : User Researcher** **Required for LOT : 3****No. of Roles required : 1***(We reserve the right to withdraw this role if GDS can supply someone internally)*The role will cover understanding and articulating user research to help feed into the product backlog, as well as testing the alpha, beta services with users to gain feedback and understand where the service can be improved. The main tasks for a user researcher to put users at the heart of delivery are:* locating, scheduling and interviewing users throughout the import/export licensing process, including recipients of licenses, administrators of licenses and decision makers
* Taking the findings from the interviews and generating succinct feedback and insight, that the team needs to build a clear picture of what users want and how to deliver services that users need.
* working closely with Policy, to understand what outcome are needed from Government and the trade offs which can be made to align all parties
* Generating new and useful user insights, translating it into features and actions that will allow the team to iteratively improve their service for users.
 |
| **System Administration and Web Operations** | **Role : Web Operations**  **Required for LOT : 4****No. of Roles required : 1***(We reserve the right to withdraw this role if GDS can supply someone internally)*The applicant must have demonstrable experience configuring web and application servers and possess a fundamental understanding of service based technologies. An ideal candidate will have previous experience supporting a large production platform. Participation in an out of hours on-call rota is a requirement of this role.**DUTIES & RESPONSIBILITIES*** Operational management of servers, delivering a complex web application stack
* Building and configuring new server platforms and the automated tooling to do so
* Testing, debugging and troubleshooting of platform level problems
* Supporting development teams with configuring applications for deployment
* Sharing on-call duties
 |

THE METHODOLOGY

The programme is large scale, and will therefore be run using elements of Managing Successful Programmes and Agile. The methodology will be a hybrid of the two, using Agile techniques for the technical development and day to day running of the team.

GOVERNANCE

The governance will be a mix of Agile best practice with some elements of MSP.
**Internal / Team Governance**

* Stand ups will be daily and those who cannot attend in person will either dial in or send an update.
* Retrospectives will be fortnightly and will help the team going forward.
* Show and tell will be fortnightly, taking place in London
* Sprints will be 1 week long, provisionally Tuesday to Monday, however that is flexible depending on the needs of the team.
* Risk, Issues, Assumptions & Dependencies logs to be actively managed by the Delivery Manager
* Product Backlog created and to be managed by Service Manager & Product Owners with support from Delivery Manager

**External / Wider Governance**

* BIS Director for International Affairs , Trade Policy and Export Control is the SRO and is actively engaged
* The BIS Digital and Data Board are overall board which are reported to. The BIS lead reports to that board, when appropriate.
* A Import/Export Licensing Board has been established and sits below the Digital & Data Board, which includes directors and head of teams involved.
* The workstream will report into the permissions workstream of 1 Government @ the Border programme across central government

**Approvals**

* Outline Business Case has been circulated and approved within BIS and wider government
* Spend control has been approved for Discovery
* Spend control will be required for Alpha & Beta, going through both BIS & GDS

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 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 |