



Crown
Commercial
Service

Bid Pack

Attachment 3 – Statement of Requirements

Contract Reference: CCZN21A59

CCS User Research Platform

OFFICIAL

Bid pack for CCS User Research Platform
Contract Reference: CCZN21A59
29 June 2021 v1.0
© Crown Copyright 2020

Page 1 of 7

CONTENTS	PAGE
1. PURPOSE	2
2. BACKGROUND TO THE CONTRACTING AUTHORITY	2
3. BACKGROUND TO THE REQUIREMENT	2
4. SCOPE OF REQUIREMENT	3
5. THE REQUIREMENT	4-5
6. KEY MILESTONES & DELIVERABLES	5
7. MANAGEMENT INFORMATION/REPORTING	5
8. CONTINUOUS IMPROVEMENT	5
9. SUSTAINABILITY	5
10. QUALITY	6
11. PRICE	6
12. STAFF/CUSTOMERS	6
13. SERVICE LEVELS/PERFORMANCE	6
14. SECURITY AND CONFIDENTIALITY REQUIREMENTS	6
15. PAYMENTS AND INVOICING	6
16. CONTRACT MANAGEMENT	7
17. LOCATION	7

OFFICIAL

1. PURPOSE

- 1.1 This procurement seeks to award a single contract to a supplier that is able to deliver an existing web-based platform that meets its requirements to effectively conduct user research for a new digital service.

2. BACKGROUND TO THE CONTRACTING AUTHORITY

- 2.1 Crown Commercial Service (CCS) is one of the largest procurement organisations in Europe, providing commercial solutions to the public sector by improving the way we buy goods and services, saving money for the taxpayer and using the government's buying power to support the economy. CCS advises and negotiates on behalf of all government departments and the wider public sector to obtain better value services, engaging with the market and helping to make the procurement process faster, less costly and more effective for suppliers and buyers and to actively improve the value gained from contracts across government.
- 2.2 CCS Digital and Data Services Directorate (DDS) is responsible for the provision of secure, innovative, flexible digital solutions to ease the burden of procurement, whilst enhancing and empowering the usability to provide effective, quick, safe procurement in the digital age, supporting both CCS and its wider customer base.

3. BACKGROUND TO THE REQUIREMENT

- 3.1 The contracting authority is currently developing a digital service which will deliver a new solution for buyers and suppliers involved with UK public sector procurement. Initially aimed for CCS use, it will be used wider in the future to support the Government's procurement policy reform. The service provides a Single Sign-On capability to replace multiple access points at present and through a supplier information database allowing suppliers to provide and update their information which can be used by multiple public sector buying organisations. The service will improve the user journey, introduce a 'tell us once' capability and the addition of new functionality in the future.

4. SCOPE OF REQUIREMENT

- 4.1 The contracting authority would like to procure an existing web-based platform to conduct user research for its new digital service. The procurement scope includes, but is not limited to the following items:

OFFICIAL

- 4.2 Provision of a user research platform with the following features:
- 4.2.1 User research platform which can be used remotely;
 - 4.2.2 User research platform which can conduct unmoderated user sessions via a weblink whilst the user is using a pre-production or prototype version of a technical solution;
 - 4.2.3 User research platform which requires no client software download and can be used on the standard web browsers Google Chrome, Safari, Firefox etc;
 - 4.2.4 User research platform which will adhere to [General Data Protection Regulations](#) (GDPR);
 - 4.2.5 User research platform which meets [GOV.UK security standards](#);
 - 4.2.6 User research platform which currently built and readily available i.e not one which needs to be developed or adapted for use;
 - 4.2.7 User research platform which can record video user sessions that can be downloaded and edited as required;
 - 4.2.8 User research platform which meets the accessibility standards [WCAG 2.1 AA](#);
 - 4.2.9 User research platform where assets such as the actual video recordings remain the intellectual property of the contracting authority.

5. THE REQUIREMENT

- 5.1 The solution shall provide all the elements in the scope of section 1.2 parts above (4.21. to 4.29). The contracting authority is aware that several platforms available on the market require a software download and this procurement requirement specifically requires a no download option along with unmoderated user sessions.
- 5.2 All the researchers and users participants will almost certainly be using devices provided by their public sector organisation or for suppliers, their respective company. The security clearances required to install software on client side devices in the time required is therefore considered to be a major barrier.
- 5.3 The ability to have an unmoderated user research session recorded allows the contracting authority to arrange a high number as well as shorter user sessions where the video capture can then be edited to feedback to product and technical development teams.
- 5.4 Ideally the solution should be available to use on all the main internet browsers as users will be using a wider variety of devices. It is not expected

OFFICIAL

that users will be using mobile devices for this research purpose. If the solution does not allow universal browser usage then it should be made clear which browsers it is limited to.

- 5.5 The requirement is flexible to include a licence only cost or a licence and usage cost combined. It cannot be easily estimated with any accuracy how many user sessions there will be, the best estimate which can be provided would range from 200 to 500 and for pricing purposes the length of a session should be estimated to average 30 minutes.
- 5.6 Where there is a usage cost, bidders should make it clear how these will be charged such as length of session, number of sessions or other measures. Where there is a specific licence cost this should be separately stated and in all bids be the actual or equivalent annual cost.
- 5.7 Where there are additional option costs for other unspecified services or features such as support, these should be made clear in the bid proposal. These shall be for information only, and will not be evaluated.
- 5.8 The actual system being testing is a GOV.UK type web portal which requires a registration and sign on function and this then leads to a dashboard where various services where a user will need to answer questions, upload documents and or update user and administration preferences.
- 5.9 This requirement is for usage of the solution by the contracting authority for one year only from the date of commencement.

6. KEY MILESTONES AND DELIVERABLES

- 6.1 The following Contract milestones/deliverables shall apply:

Milestone/Deliverable	Description	Timeframe or Delivery Date
1	Contract Award	End of July 2021
2	Inception meeting between successful Supplier and the contracting authority	Within 2 working days of contract award
3	Service commencement following normal IT security checks	Within 5 working days of contract award
4	Service provision review meeting between successful Supplier's	Quarterly as a minimum with

OFFICIAL

	contract manager and contracting authority's contract manager	dates to be agreed
--	---	--------------------

7. MANAGEMENT INFORMATION/REPORTING

- 7.1 There are no management or reporting requirements

8. CONTINUOUS IMPROVEMENT

- 8.1 There are no continuous improvement requirements, however, should the selected bidder issue updated capability, the contracting authority's expectation is that this will be provided at no extra cost.

9. SUSTAINABILITY

- 9.1 N/A

10. QUALITY

- 10.1 As a public sector initiative, it is expected that the quality of the solution provided will be of the highest standard. This will mean that the solution should be highly responsive, video capture is high resolution e.g 1080P and audio is clear.

11. PRICE

- 11.1 Pricing will be on a 'fixed price' basis for the licence. Where there are separate usage charges, the variable costs in time, session or other variables should be made clear.
- 11.2 Prices are to be submitted via the e-Sourcing Suite [Attachment 4 – Price Schedule excluding VAT and including all other expenses relating to Contract delivery.

12. STAFF AND CUSTOMER SERVICE

- 12.1 N/A

13. SERVICE LEVELS AND PERFORMANCE

- 13.1 The contracting authority expectation is that the service will be available 24/7 365 days per year apart from scheduled maintenance events.

OFFICIAL

14. SECURITY AND CONFIDENTIALITY REQUIREMENTS

- 14.1 Any solution provided by the Supplier must also comply with the government's '10 Steps to Cyber Security' guidance, as amended from time to time and currently available at: <https://www.ncsc.gov.uk/guidance/10-steps-cyber-security>
- 14.2 The contracting authority will require the successful bidder to provide security documentation.

15. PAYMENT AND INVOICING

- 15.1 Payment for the annual licence costs on a fixed price basis will be paid within the first month with any variable charges paid monthly for the duration of the contract .
- 15.2 Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.
- 15.3 Invoices will be submitted monthly in arrears. The contracting authority will pay the supplier within 30 days of receipt of the invoice. Invoices should be submitted to: 10 S Colonnade, London E14 4QQ.

16. CONTRACT MANAGEMENT

- 16.1 Meeting between the contracting authority and the successful Supplier at contract commencement and during the contracting period, as and when required. In most cases meetings will be via telephone or video conference call.
- 16.2 If attendance at Contract Review meetings is necessary, these shall be at the Supplier's own expense. However these are unlikely to be needed due to current COVID-19 restrictions as well as the nature of the service provision.

17. LOCATION

- 17.1 The location of the solution services will be delivered from the successful Suppliers home/chosen offices.
- 17.2 CCS home office for the project will be 10 South Colonnade, London E14 4QQ.

OFFICIAL