**Intelligent Automation Garage – Resources**

**Request for Information Document**

**30 January 2019**

**Updated on 21 February 2019**



**Part A: Introduction**

**Department for Work & Pensions**

DWP is responsible for welfare, pensions and child maintenance policy. As the UK’s biggest public service department we administer the State Pension and a range of working age, disability and ill health benefits to over 22 million claimants and customers.

The Department’s priorities include:

* running an effective welfare system that enables people to achieve financial independence by providing assistance and guidance into employment;
* creating a fair and affordable welfare system which improves the life chances of children;
* delivering outstanding services to our customers and claimants;
* delivering efficiently: transforming the way we deliver our services to reduce costs and increase efficiency.

1. **Overview**

The Intelligent Automation Garage (IAG) is DWP’s in-house robotic centre, based out of Newcastle and Manchester sites. DWP are interested in understanding which suppliers are currently offering their services in developing robotic solutions utilising Robotic Processing Automation (RPA), Virtual Assistants (Chat-Bots), Machine Learning (ML) and the necessary costs involved.

The IAG has been running for a little over 12 months now & is a collaborative working space where fast paced, business led, innovative software development happens using Agile and design led practises. The objectives of the IAG are to:

* Standardise governance and practises across automation based initiatives;
* Engage directly with automation vendors to minimise costs & follow a best of breed approach;
* Build out initial projects & establish an 60:40 in-house model and capability.

The Garage is currently split into 2 distinct areas, the Core team & Delivery Squads.

**Core team includes:**

* Portfolio
* Architecture
* Delivery management
* Product Ownership
* Technology Innovation & Pipeline
* Discovery, Design & Analytics (including User Experience UX)
* Robotic Operation Centre (Live Service Management)

**Delivery Squad / Scrum Team:**

* Covering multiple project workstreams, with outcome focussed development supporting all major areas of the Department: Jobcentres, Disability & Carers, Child Maintenance, Pensions and Universal Credit.

**2. Coverage**

The Garage has 6 areas that we currently work in, or plan to work in within the near term.

They are:

* + Robotic Process Automation (attended and unattended)
	+ Virtual Assistants (e.g. chat-bots)
	+ Machine Learning
	+ Intelligent Automation
	+ Deep Learning
	+ Data & Analytics

2.1. Robotic Process Automation (RPA) - Automating labour intensive and repetitive manual processes across multiple systems and interfaces

2.2. Virtual Assistants - Using Natural Language Processing (NLP) software to heighten engagement with user communities and promote self service activities

2.3. Machine Learning (ML) – Focuses on finding patterns in data and using those predictions to make predictions

2.4. Intelligent Automation - Combining RPA and ML technologies to learn over time and optimise workflows

2.5. Deep Learning - Systems that are adaptive and can autonomously carry out tasks without human intervention

2.6 Data & Analytics – Leveraging DWP data lake and capabilities to further identify opportunities for improved citizen and department outcomes, e.g. towards predictive prevention or proactive intervention supporting claims processing or fraud.

3. **Professional Services**

Currently the incumbent supplier provides professional Services across the Core & Delivery / Scrum teams, focusing on the following areas:

* + Delivery Management
	+ Technology Innovation & Pipeline
	+ Discovery, Design & Analytics (including User Experience UX)
	+ Robotic Operation Centre (Service Management)
	+ Delivery Squad / Scrum Team (covering multiple project workstreams)

3.1. Delivery Management – Supporting the day to day running of the Garage and acting as the escalation point for your company’s resources working within the Garage & as a point of contact for the Product Owner & other IAG Leadership team members. Also act point of contact for any Commercial queries or actions.

3.2. Technology, Innovation & Pipeline – Will be the team dedicated to exploring new technologies, suppliers or Software, and will help establish the appropriate standards & boundaries the delivery teams will work to. Plus find, review & present ideas to be Leadership for consideration & prioritisation.

3.3. Discovery, Design & Analytics (including User Experience UX) – Will explore opportunities and help shape these from an initial idea to a lower level design the Delivery Squads will inherit & deliver against.

3.4. Robotic Operation Centre (ROC) – The ROC is a centralised unit that monitors & supports the Robotic / Automation estate for DWP, offering a live service. This is currently provided between 09:00 and 17:00 but is anticipated to extend as strategic decisions are made in the DWP estate to extend access hours to service.

3.5. Delivery Squad / Scrum Team – leading & delivery multiple project or workstreams to agreed timescales & resource profile.

**Part B: Supplier Request for Information (RFI) questions**

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| **Guidance for completion**1. Information supplied in response to this RFI, and any discussions throughout the duration of the market engagement process, will not be subjected to formal evaluation or scoring. To maximise the benefits from the market engagement and best inform the ITT and service requirements, suppliers are encouraged to participate and be as open and detailed in their responses as much as possible. This is not a shortlisting process and will not prejudice any future procurement exercise.
2. Please note the deadline for completing and returning this RFI document is **12:00 noon UK time on Friday 8 March 2019**. Responses to this document, and all other communication/queries relating to this market engagement stage, must be sent by e-mail to ED.DESKTOPBAG@DWP.GSI.GOV.UK. DWP will then analyse the responses and look to refine the functional and non-functional requirements ahead of a procurement process, expected to commence later this year.
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**Suppliers are asked to respond to the questions below, and not exceed 500 words for each answer:**

**Resources & Experience**

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| 1. Do you use your own staff or do you source contract staff from the marketplace? |
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| 2. Do your staff have Baseline Security clearance as standard? |
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| 3. How quickly are you able to stand up/ stand down squads?  |
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| 4. How do you identify the resources, both the that are required for requested squads?  |
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| 5. Please provide biographies of any key personal, who would likely be involved in the project, such as Delivery Leads or Portfolio Managers. These may be anonymous, if so wished.  |
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| 6. Have you worked with DWP, or any other government department, on any other projects within the last three years? If you have please provide contact details of who you worked with within the department & some context of the work? |
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| 7. Please indicate whether you have been involved with the development of each of the automation types outlined in 2.1 to 2.6 on any scale? Please describe what services you provided and any outputs and outcomes, as well as timeframes and costs involved? Ideally, please provide one example for each type of service.  |
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| 8. Please indicate whether you have delivered any of the professional services similar to those outlined in 3.1 to 3.5 on any scale? Please describe the services you provided and any outputs and outcomes, as well as timeframes and costs involved.  |
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**Software**

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| 9. Would you train your staff on any named software prior to their engagement with the DWP? |
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| 10. Please outline whether you have experience working with NICE or UiPath software?  |
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| 11. If not, please outline which RPA software/s you have experience working with? |
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**Quality Assurance / Testing**

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| 12. What approach would you take to accounting for quality assurance and testing in the commercial model so that it is structured in a way that ensures good quality output. |
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**Costs/rate card**

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| 13. For information only, please could you share your SFIA rate card based on employees being based in our Newcastle or Manchester office?  |
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| 14. How long would this rate card be fixed for? |
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| 15. How would the rate card change after this fixed time period? |
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| 16. Are expenses included in your date rate, or alternatively, would you sign up to the DWP expense policy? |
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| 17. What alternative methods for structuring the costs would you recommend for a requirement of this type? What are the benefits and drawbacks of your proposed model? |
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**Alternative Delivery Models**

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| 18. What alternative models for delivery of robotic solution delivery to large, complex organisations, similar to DWP do you have experience of? Please describe the extent to which they were effective and their strengths, drawbacks and risks. |
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**Other Information**

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| Please use this section to provide any additional information which you feel might be of value to the market engagement process. |
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**Thank you for taking the time to complete this Request for Information document.**

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| Name of authorised representative:Position in organisation:Name of organisation:Date: |