**Appointment Booking System –**

**Universal Credit full service**

**Request for Information document**

**May 2017**

[](https://www.google.co.uk/url?url=https://en.wikipedia.org/wiki/Department_for_Work_and_Pensions&rct=j&frm=1&q=&esrc=s&sa=U&ved=0ahUKEwj7uvyvrJzTAhUKI8AKHb9vCikQwW4IFjAA&usg=AFQjCNECEIzlKzptRoqtkh48gEf1p6qFsA) **\\DFZ72733.link2.gpn.gov.uk\10091055$\RedirectedData\Desktop\images.png**

**Part A: Introduction**

The Department for Work and Pensions (DWP) wishes to give notice of a potential contract opportunity for an Appointment Booking System. This Request for Information (RFI) document is being made available for potential suppliers who are interested in participating in the procurement process.

The Department is engaging with the market to share information, and invite feedback on the requirements, in order to help develop the final Invitation to Tender (ITT) pack. This market engagement exercise is also designed to ensure that the final ITT pack provides all potential suppliers with a clear understanding of the Department’s requirements to help reduce the number of questions that may be raised during the procurement process, and therefore reducing the project timescale.

**The Department for Work and Pensions**

DWP is responsible for welfare, pensions and child maintenance policy. As the UK’s biggest public service department it administers 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

**Universal Credit**

Universal Credit consists of a single monthly payment for people in or out of work. It replaces several other benefits including income-based jobseekers allowance, child tax credit and housing benefit. It is a fundamental change to work and welfare that is already transforming lives for the better. It is welfare reform in action: changing the dynamics in the system, making things simpler and ensuring work pays.



Universal Credit enables claimants to make and manage their Universal Credit claim online. DWP encourages and supports claimants to use the Universal Credit service (via [www.gov.uk](http://www.gov.uk)) as their main channel for all activity, with telephony and face-to-face services available to support those who require additional help. DWP staff use the Universal Credit service to manage their caseload including communicating with claimants, work coaching, verification activity and appointment booking.

The Universal Credit live service, available to single jobseekers with simple claims, has been implemented in all jobcentres in Great Britain. When claimants are required to book appointments they phone up the appropriate job/service centre. The Universal Credit full service is available to all claimant types and enables claimants to make and manage their Universal Credit online.

**Part B: Anticipated Requirements**

**Appointment Booking System**

The Universal Credit full service (UCfs) requires an Appointment Booking System for the creation and management of claimants’ appointments with DWP staff. The Appointment Booking System will host staff locations, availability and skill sets which define the types of appointments the DWP staff are trained to handle. This information will be used to find a DWP member of staff, within a job centre, that is available and trained to handle the appointment.

There are currently 740 jobcentres across the UK and Northern Ireland, with over 10,000 DWP staff supporting claimants. Each member of DWP staff who support claimants will have a calendar in the Appointment Booking System. When UCFS is fully rolled out in June 2018, it is anticipated that 25-30 million appointments will be created and managed on an annual basis via the Appointment Booking System.

DWP staff will create and manage appointments through UFCS. UCFS will utilise the Appointment Booking System’s Application Programming Interfaces (APIs) to create and manage appointments. In late 2017/early 2018 claimants will be provided with the ability to book and manage their own appointments online through UCFS.

**Functionality**

Universal Credit is looking for an Appointment Booking System with a broad range of capabilities. The following is not exhaustive in terms of requirements and is included to show the key areas of interest that DWP have:

* Availability - 24 hours a day, 7 days a week, 365 days a year system. The SLA will require 99.90% availability, as the Appointment Booking System will be supporting the UCFS which allows claimants to access their online claim at any time.
* DWP staff availability – The ability to search for available appointments within a Jobcentre by date range, appointment type and duration, staff attributes (i.e. Welsh Speaking), channel (face to face, phone, digital etc.).
* Room booking – The ability to search for available rooms within a Jobcentre by date range, duration and room attributes (i.e. Hearing loop, VC, conference phone, floor room on, size of room ).
* Calendar optimisation – DWP have 50 different appointment types and with a range of durations from 10 minutes up to 1 hour in length. DWP staff are trained to handle many (if not all) of these types of appointments and this can lead to fragmented calendars. The system will assist in calendar optimisation to ensure that the DWP member of staff’s time is utilised effectively.
* Performance - APIs will need to be able to respond in less than 0.5 seconds for each call. Example calls expected:
  + Retrieve availability for all DWP staff in a single job centre for a week
  + Show a single consolidated calendar for all DWP staff in a job centre for a day
* Appointment prioritisation - DWP need to ensure there is sufficient availability for certain appointment types. The system will allow a time period to be reserved for a specific appointment or appointments. This reservation will be possible at a job centre level and also for specific DWP Members of staff.
* API functionality - All functionality to be exposed via the Systems API’s.
* DWP staff working schedules – DWP staff have a 5 week working pattern. The system will be capable of capturing a minimum repeating 5 week working pattern.
* Configuration – The system will allow DWP to configure existing functionality.
* Examples include:
  + Setting up appointment types, location, DWP staff
  + Maintaining availability
* Management Information – DWP have an internal data warehouse that drives Management reporting. The system will allow all DWP data to be extracted in a readily consumable format into the DWP Data Warehouse.

**Integration**

The Appointment Booking System will be integrated into UCFS and its platforms. The entire booking process will be performed via the UCFS user interface. Universal Credit will utilise the Appointment Booking System APIs to create and manage appointments. Administration and Management functions are not expected to be integrated into UCFS.

**Security**

Security accreditation, such as ISO27001 (or equivalent), will be required.

**Migration**

There will be a requirement for data to be migrated from DWP’s current Appointment Booking System to the new Appointment Booking System. As a minimum, this will include all current and future appointments, plus related data (e.g. DWP staff availability, jobcentre information, appointment types etc.).

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

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| **Guidance for completion**   1. This RFI document forms part of the market engagement activity to support the procurement of the Appointment Booking System. 2. 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. 3. Please note the deadline for completing and returning this RFI document is **12.30pm UK time on Friday 2nd of June 2017**. Responses to this document, and all other communication/queries relating to this market engagement stage, must be sent via the Bravo e-tendering portal. DWP will then analyse the responses and look to refine the functional and non-functional requirements ahead of an open procurement process, expected to commence later this year. In addition to supplier demonstrations, DWP may issue a further RFI document to support the development of the ITT. |

**Suppliers are asked to respond to the questions below, and not exceed 500 words for each answer:**

**Requirement questions**

**1. Requirements and functionality of the Appointment Booking System**

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| With reference to the anticipated requirements in Part B:   * Do you have an existing ‘off the shelf’ booking system that could substantively deliver the requirements and functionality outlined in Part B? * Are there requirements or functionality that would require development and/or customisation of your existing ‘off the shelf’ booking system? * Can you identify any challenges to delivering this requirement and functionality? * What is your overall feedback on the requirements and functionality of the Appointment Booking System? |
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**2. Product roadmap**

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| a) Do you have a product roadmap you are able to share as part of this market engagement?  b) If so, what additional capabilities (and over what period of time) are you looking to develop in your booking system which may be relevant to the requirements and functionality at Part B? |
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**3. Experience**

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| a) What experience have you had of implementing an Appointment Booking System on a similar scale to the requirements for Universal Credit full service?  b) If not at a similar scale to Universal Credit full service, please provide details of the largest Appointment Booking System you have implemented.  c) Please provide an overview of the clients and/or market sectors which your booking system predominantly serves. |
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**4. Implementation**

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| Based on your experience of implementing an Appointment Booking System elsewhere, can you provide a high-level estimate (in months) of the timescale for the implementation of a system covering 740 sites and 25-30 million annual appointments? |
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**5. Migration**

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| With reference to the migration of data referred to on page 4 of this RFI, please give a brief summary of the roles and responsibilities you would expect to be allocated between DWP and your organisation in order to successfully migrate data from an existing Appointment Booking System onto your system? |
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**6. Software**

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| a) For an Appointment Booking System, do you offer a Software as a Service (SaaS) solution and/or an on-site premise solution? If applicable, please explain how the two options will differ.  b) If you offer a SaaS solution, would you consider entering into a source code escrow agreement with DWP to protect the Department from loss of service as result a release event e.g. insolvency?  c) If you offer a SaaS solution, please provide a summary of the security features which are available from your ‘off the shelf’ product, and confirm which features are available for the authorisation and authentication of users. |
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**Commercial questions**

**7. Terms and Conditions**

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| DWP are considering using the Model Services Contract, developed by the Crown Commercial Service, which can be located at <https://www.gov.uk/government/publications/model-services-contract>. As a high level response, would the use of these terms result in any challenges for your organisation? Please note, we do not expect you to legally review these terms but to offer a view from a high level perspective. |
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**8. Lotting**

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| DWP may consider splitting the requirement up into separate lots, such as:   * Lots for different components of an Appointment Booking System * Lots for an Appointment Booking System based on geographical region   Please outline any benefits and risks with a lotting strategy, and provide any further lotting suggestions with an outline of the benefits. |
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**9. Pricing**

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| Please give a summary of the different pricing options/models you can offer for the provision of your Appointment Booking System, including but not limited to:   * An ability to distinguish between the number of users and the number of licences e.g. concurrent user licence models * Software licencing models e.g. SaaS, perpetual licences, subscription licencing * The ability to increase/decrease the number of users/licences * Whether the pricing is based on a per user/per licence basis; a charge per appointments made; or pricing based on different volume bands e.g. 0 > 5000, 5000 > 10000 etc. * Pricing based on the number of diaries on the system * Implementation, migration, configuration charges and training * Support and maintenance * Hosting charges * Any volume discounts which may be available   This information will be treated as commercially confidential and on a ‘without commitment basis’; it will not be treated as an offer or tender response. |
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| DWP’s previous contract award for an Appointment Booking System has been for a maximum of 2 years. Please provide your feedback on what a viable contract term would look like and the reasons, benefits and risks for this. Please also provide high-level detail on any specific break points and/or extension options which may be suitable. |
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**10. Contract duration**

**11. 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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**12. Contact details for potential supplier interviews/product demonstrations**

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| For the purpose of further market research, DWP are looking to host one-to-one supplier demonstration sessions on Monday the 5th and Thursday the 8th of June. The sessions will last approximately 1 to 2 hours and are set to take place at the offices of techUK in London (10 St Bride St, London EC4A 4AD).    If your organisation wishes to carry out a demonstration of your product, please send a message via the Bravo e-tendering portal with your full contact details and availability during this week. Please note that:   * You do not need to wait until the deadline for RFI responses (2nd of June) before confirming your availability via Bravo. * Due to the availability of project staff and suitable facilities, demonstration slots are limited and it is therefore not possible to guarantee a slot for all suppliers. * You should indicate your availability for both dates in order of preference. * If suppliers aren’t able to attend a demonstration slot on the 5th and 8th of June, all efforts will be made to engage suppliers at a later date and as part of the market engagement process. There will also be opportunities for further engagement if and when a competitive procurement exercise is underway.   Further guidance on what the project team are looking to see from this demonstration can be found below, and accompanies this RFI document. |
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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: |