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# WHATS INCLUDED

Customer Requirements (this document)

Appendix A – Award Questionnaire (template to be completed)

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 Consortium Possibilities (if applicable)

OVERVIEW

|  |  |
| --- | --- |
| CCS Project Lead: | Emilia Cedeno/ Amy Retallack |
| Customer: | Home Office (Digital) |
| Delivery Location: | London – (Central and Croydon) |
| Phase(s): | Beta, Live |
| Project: | DS02- 088 |
| Required Capabilities: | Include, but are not limited to: √ Software engineering and On-going Support  √ System Administrations and Web Operations |
| Subcontracting Permitted? [supplier must have all required capabilities, but may subcontract to supplement their resource if required] | √Yes |
| Supplier Partnering Permitted? [suppliers who do not hold all the required capabilities, but wish to bid for all, may partner with another supplier on the framework who does hold the capabilities they need] | √ Yes |
| Contract Charging Mechanism (Beta Phase): | Capped Time and Materials |
| Contract Charging Mechanism (Live Phase): | Capped Time and Materials |
| Tender Publish Date: | 10/02/2016 |
| Tender Submission Deadline: | 22/02/2016 |
| Proposed length of phase: | 12 months |
| Proposed Commencement Date of Project: | 14/03/2016 |

LOTTING STRUCTURE

## The Customer has structured this procurement as follows:

|  |  |
| --- | --- |
| **Lot 1** | **Software Engineering and Ongoing Support**   * Developers x 6 * Quality Assurance Analyst x 1   **Systems Administrations and Web Operations**   * + Web Ops/ Dev Ops Engineer x 1 |

Home Office cannot provide a guarantee of work:

* Although the below is our current requirement at this time, the roles/capabilities may occasionally change and some additional resource could be required;
* As Home Office have retained overall decision making authority, we are not obliged to keep the relevant resource on staff if a project is cancelled, closed or scaled down;
* At all times Home Office will select the best-fit resources from multiple suppliers and therefore there is no guarantee that all resources identified for a particular lot will be delivered through a single contractor.

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** |
| 10/02/2016 | CCS | **Publish requirements to Potential Providers**  Clarification period starts |
| 12/02/2016 | 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. |
| 15/02/2016 | Potential Providers | **Clarification Question period closes**  Please submit all clarification questions by 23:59hrs  Please note that we aim to publish all response to Q&A within 24hrs |
| 22/02/2016 | Potential Providers | **Submission Deadline**  Potential Provider must upload submission to the eSourcing suite by 12:00noon |
| 01/03/2016-02/03/2016 | Potential Providers & Customer | **Demonstration, Testing and Scrutiny**  Presentations and Q&A with Supplier |
| 03/03/2016 |  | **Award Notification**  Publish Successful and un-successful Potential Providers. |
| 14/03/2015 |  | **Expected "Commencement Date" for Call-Off Contract/s** |

KEY DELIVERY DATES

|  |  |  |
| --- | --- | --- |
| PROJECT PHASES | START DATE | COMPLETION DATE |
| (Public) [Beta](https://www.gov.uk/service-manual/phases/Beta.html) | 01/03/2016 | 31/05/2016 |
| Live | 01/06/2016 | 01/03/2017 |

N.B. These dates may be subject to change.

CURRENT SITUATION / BACKGROUND INFORMATION

1. Home Office Digital designs, builds and develops products for the rest of the department and for government. Our services are used by millions of people a week and sit at the core of the Home Office's function. Digital and technology solutions are helping the Home Office to provide simpler, clearer and faster services that meet the needs of our users.
2. The Single Intelligence Platform (SIP) is being developed by Home Office Digital with the aim of enabling the Home Office to easily create actionable and relevant intelligence. This will facilitate the wider sharing of intelligence information, up to OFFICIAL level, across Border Force, Immigration & Enforcement and HM Passport office.
3. SIP will allow intelligence officers to record and share relevant intelligence across these Home Office entities in a uniform manner, and replaces a legacy system which is due to be decommissioned in May 2016.

CURRENT ROLES AND RESPONSIBILITIES OF THE CUSTOMER

|  |  |
| --- | --- |
| **Role** | **Responsibilities** |
| Governance and Decision Making | * Home Office retain autonomy in key decision making, including when to progress or halt the project. * Home Office owns the pipeline of work and decides the key objectives and milestones of all the projects. * Home Office will provide the governance for these projects. * Home Office provides Product Owners and Service Managers, who own and prioritise the backlog that the team work from. * Home Office has the professional leadership e.g. Heads of Profession who will quality assure and ensure standards are met. |
| Team Roles | Most of the teams will be jointly staffed by Home Office colleagues/other suppliers. A full list of existing capability is provided below. |
| Intellectual Property (IP) | Home Office retains the IP for any product or service developed by supplier staff whilst contracted to work in the Home Office. |
| Security Clearance | Home Office will seek Security Clearance for Personnel. |
| Email & Tools | Home Office will provide an email address and access to tools for personnel. |

CURRENT TECHNOLOGIES AND LANGUAGES

* **Programming languages** - Java, Javascript
* **Frameworks** - Spring (Boot, Security, MVC), Thymeleaf
* **Software build systems** - Gradle
* **Testing frameworks** - Jasmine, JUnit, Zombiejs, Mocha, Jmeter
* **Deployment tools** - Jenkins, Flyway, Kubernetes, Vault, CoreOS
* **Databases** - Mysql, Neo4j
* **Other** - Keycloak, JIRA, Github
* **Cloud**: Amazon Web Services

REQUIRED OUTCOMES

1. SIP development is currently in Phase 1
2. SIP is currently in Private Beta and is moving into Public Beta in March 2016. The legacy system will be switched off in May 2016.
3. The goal of SIP phase 1 is to replace the core functionality of the legacy service which will generate significant cost savings. The service has recently launched a pilot (private beta) service to a small number of users.
4. The remaining key milestones for Phase 1 are:
   1. 1st March - Launch Public Beta and start rollout to target users.
   2. End April - Complete user migration to SIP
   3. 31st May - Decommission legacy system
5. Beyond Phase 1 there may be further work to extend the functionality and integrate with other Home Office intelligence systems.

TEST & DEVELOPMENT REQUIREMENTS

* We work to the Digital by Default Service Manual and would expect the projects to conform to these requirements. The Digital by Default Service Manual can be found [here](https://www.gov.uk/service-manual/digital-by-default).
* Languages and tools used must be listed on our Tech Stack and approved by the Head of Development
* Code must be committed to a repository for review before deployment
* Pair Programming is encouraged

REQUIRED CAPABILITIES AND OUTCOMES OF THE SUPPLIER

Home Office Digital operates in an agile way and therefore the successful bidder will need to be comfortable operating in an environment of managed uncertainty, in which the exact roles and capabilities required will occasionally change.

The successful bidder will be expected to work in teams jointly staffed by other suppliers, embedded civil servants and the suppliers' resource.

We have provided an indication below of the capabilities currently required as part of this procurement, but may require more of similar roles further down the road.

**Required Capabilities and Outcomes of the Supplier**

|  |  |
| --- | --- |
| Capabilities | Outcomes |
| Software Engineering and Ongoing Support | We would expect Developers to be able to deliver novel software from a combination of open source and custom code. Developers would be expected to be able to iterate rapidly to produce a functional product.  In order to deliver our outcomes, we currently require the following :   1. **Developer x 6 –** must be able to devise creative and open source solutions for software needs. Developers will need to be proficient in the following:    1. Programming languages - Java, Javascript    2. Frameworks - Spring (Boot, Security, MVC), Thymeleaf    3. Testing frameworks - Jasmine, JUnit, Zombiejs, Mocha, Jmeter    4. Databases - Mysql, Neo4j    5. Other - Keycloak, Github    6. Cloud: AWS 2. **Quality Assurance Analyst –** Work with the team to create automated and manual frameworks to ensure delivery of a quality service. |
| System Administration and Web Operations | 1. **Web Ops/ Devops –** support development teams in the construction of software that is easy to operate, scale and secure. Expertise in infrastructure, configuration management, monitoring, deployment, security, scalability, capacity planning and operating production systems is essential. Experience of building AWS multi-zone environments is required. Engineers will need to be proficient in the following and have experience running them in complex production platforms:    1. **Jenkins**    2. **Flyway**    3. **Kubernetes**    4. **Vault**    5. **Coreos**    6. **Keycloak**    7. **Github**    8. **AWS**    9. **Gradle** |

**General Requirements:**

* + Security Accreditation – must be able to work with security accreditation in government, have awareness of challenges and examples of approaches
  + 'Seeing the Bigger Picture' – understanding of how individuals' roles fit within the bigger picture, i.e. within wider government and the wider team
  + Working in an Agile/Scrum framework – structure / stories
  + Able to Bring Your Own Device
  + Able to work in one of the offices specified above (Sheffield, Croydon and Central London)
  + Experience using agile development methodologies to create continuous delivery, pipeline and continuous deployment
  + Experience working with Government departments
  + Experience passing services standard assessments
  + Committing Open Source code to standard repositories
  + Experience working in mixed teams and working with other contractors

THE METHODOLOGY

This project will follow agile methodology and the Government Service Design Manual (<https://www.gov.uk/service-manual>)

GOVERNANCE

Home Office have the following governance arrangements in place:

* The relevant Heads of Profession will Quality Assure the projects
* In-house Service Managers will decide on priorities going forward
* Home Office will retain key decision making
* Home Office Digital will appoint a single point of contact to act as a supplier manager

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, Testing 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 |