**Request for Proposal (RFP)**

DS01-130

APPENDIX A – REQUIREMENTS

This document forms Appendix A to the Request for Proposal (RFP) for Digital Services Framework Agreement – RM1043, along with Pricing Matrix (Appendix B) and an Award Questionnaire (Appendix C).

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# PROJECT START DATE AND TIMEFRAME

Anticipated Start date: January 2015

Completion Date: 31st March 2015

It is required that the project is undertake at pace and the delivery dates for each phase will be determined in discussion with the Supplier.

The Agile Delivery Management methodology has been identified as the preferred method of delivery and this task will be to undertake the Discovery and Alpha phases.

## 

## Key delivery dates

|  |  |  |
| --- | --- | --- |
| PROJECT PHASES | START DATE | COMPLETION DATE |
| Discovery | January 2015 | To be agreed |
| Alpha | To be agreed | 31st March 2015 |

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## CURRENT SITUATION / BACKGROUND INFORMATION

The Highways Agency requires an Environmental Assessment Scoping Tool (EAST) that will inform the extent of environmental assessment required when undertaking road development schemes and provide associated management reporting functionality. The tool will be used by both the Agency and its Delivery Partners to mechanise the production of first draft Environmental Assessment Scoping Reports (EASRs).

The proposed solution will support the Highways Agency’s Design Manual for Roads and Bridges (DMRB) Volume 11 by providing a questionnaire approach to aid determining the scope and level of environmental assessments required for road projects. The tool will be rules-based and be flexible enough to be easily configured by the Highways Agency (or supplier of its choosing) to reflect future changes in the DMRB.

The scoping tool will be accessed by designers (Design Consultants (DC) or Asset Support Contractors (ASC)) and internal HA staff in Network Services (NetServ), Network Delivery & Development (NDD) and Major Projects (MP), therefore the scoping tool is required to be either externally hosted or available through the Agency’s remote access service. This will require the supplier to work in conjunction with HA ICT Solutions team to identify the preferred method.

The initial element of the scoping tool will be to identify the project being scoped which will require a link to the HA’s finance system to establish if the project exists.

The DC/ASC’s will only be able to access projects which are within their area of responsibility and internal HA users will be able to access all projects. The project details will need to be displayed for verification means with the Environmental specific fields only available for update. The user will be given the option to carry out the scoping process and any existing scoping reports (see below) will be indicated and available for retrieval.

Preliminary questions asked in the scoping will be to determine the type of project being scoped and will ensure that only questions which are applicable to a certain type of project will be presented to the user therefore avoiding the user undertaking unnecessary steps. The questions will be presented logically to correspond with the requirements of DMRB Volume 11 section 3 and written such that the user can respond yes/no/unknown. The order of the questions will be dictated by the responses given. In order to respond to specific questions it will be necessary for the user to access external websites and sources of information, in order to assist the user hyperlinks to these will be included. A configurable help facility will assist users to understand the context and requirements of a question.

The tool should allow for the progress through the questionnaire to be tracked to indicate percentage completion and the user given the opportunity to save the answers at any stage of the questionnaire and be able to retrieve the record for future review or completion. Each record should be given a unique reference number and include the username and date of creation/amendment. A status option (draft or submitted) will be available for each record and an incremental version number allocated each time a record is saved. Once a version has been submitted the incremented versions should be archived. The submitted version will be protected and cannot be updated. If an update is required a new draft will need to be created.

The outcome from the scoping tool will be a scoping report identifying the areas of interest. The report will be created from a standard report format and a database of standard statements based on the responses to the questions. The scoping report output will be into a standard Microsoft© Word template (format agreed with HA NetServ) and retained on the system for viewing and/or printing.

The system shall allow for a search facility (fields to be determined) to allow a report to be viewed on screen or to be sent by e-mail to the enquirer.

An administration element will be included, with restricted access, to enable the production of a number of reports, such as:

* Scoping Reports created for what project, when and by whom
* Listing of projects with identified risk (high, medium or low)
* Activity report on who is using the tool and when.

The system will be developed for the HA and the HA will retain the IPR and be supported by the HA IT division. It shall be developed such that amendments and additions can be carried out by designated HA personnel. The system will be subject to standard HA security arrangements.

**Current artifacts**

* As a deliverable from a previously undertaken task to understand the requirements of the EAST, a specification (Alpha Requirements Specification) has been developed as a baseline guide for the development of the EAST. It is intended that the supplier, as an element of the Discovery Phase, will initially undertake a peer review of the specification and identify areas of development / improvement.
* A file containing an early prototype of interface web pages for the tool accompanies this tender. The prototype indicates that a relatively small scale solution is required, which takes the user through a series of questions, determined by the Highways Agency, to which user are likely to answer Yes, No or Unknown. The set of questions varies in relation to the answers provided. Scoping can be undertaken several times throughout a project lifecycle, in accordance with significant project events such as preferred route announcement. The results of each scoping exercise should be securely retained for audit and reporting purposes. Tenderers may wish to use the prototype as a basis for Alpha products, but are free to develop their own solutions as long as these satisfy the requirements agreed during Discovery.

## Current Roles and Responsibilities of the Customer

The Customer for the project is the Highways Agency who is an executive agency, sponsored by the Department of Transport. The Highways Agency is responsible for the operation, maintenance and improvement of the Strategic Road Network in England. The Customer will not have a specific role within the delivery of the requirement.

## Current Technologies and Languages

The Highways Agency currently employs a tower model approach to its ICT provisioning. SCC act as a PSN accredited IL3 strategic platform as a service hosting supplier, with Lockheed Martin providing support for applications. Service Integration and Management services are provided by BAE Systems. The proposed solution may need to access data feeds from other HA systems and one possible option will be for the tool to be hosted within our SCC tenancy.

## REQUIRED OUTCOMES

The Agile Delivery Management methodology has been identified as the preferred method and the Supplier is required to carry out the Discovery and Alpha phases subject to the agreement of the Customer for progression at the completion of each phase.

The proposed outcomes of each phase are as follows:

* Discovery: A documented scoping study detailing, but not limited to, a peer review of the outline alpha specification, user requirements; information assurance constraints; stakeholder capability; definition and measurement of success;
* Discovery: An assessment of capability to scope and plan an Alpha.
* Alpha: Development of working Alpha prototype.
* Alpha: Successful completion of user testing of Alpha Prototype.
* Alpha: Documented understanding of the requirements to deliver a Beta.

An initial programme will be developed by the supplier detailing individual sprints. It is anticipated that the Discovery Phase will be of two week duration and the Alpha Phase will be of six week duration. These can be confirmed during discussion with the Customer.

The Scoping Tool shall provide:

* Consistency in the scoping of environmental assessments
* Provide a systematic and auditable route to an assessment of environmental relevant to either a programme or project level application
* A record of the recommendation made as a result of the scoping
* Topic areas linking dependent on type of project
* Hypertext links to external websites and sources of information e.g. MAGIC, Environment Agency, English Heritage
* The ability to accept data from internal HA systems e.g. SfM Confirm, EnvIS
* Different weightings for questions to structure the order individual answers feature in the report
* An e-mail alert to HA Environmental Group staff that scoping has taken place on a specific project
* Management Reports that identify:
  + How often the scoping tool is used, by whom, when and for what projects
  + The prioritisation of projects and assessments highlighting high risk/priority
* Access and security permission functionality
* Tracking capability for percentage complete
* A safe training environment or ‘sandpit’ area
* Configurable Help facility

## CAPABILITIES AND ROLES

|  |  |  |
| --- | --- | --- |
| **CAPABILITY** | | **CUSTOMER’S REQUIRED OUTCOME** |
| **LOT 1** | | |
| **Software Engineering and Ongoing Support** | * Develop a solution in partnership with Delivery Managers, Technical Architects, Designers and Business Users; * Work with the Project Manager, Business Manger and Researcher to understand user needs; * Work with HA and users to determine technical requirements and breakdown into appropriate pieces; * Development of a prototype of the scoping tool for user testing ; * Work with Agile delivery team members to write and test required code. | |
| **Agile Delivery Management** | * Provide leadership to the Agile delivery team encouraging contributions fro all parties; * Understand and evaluate the key drivers behind the development of the scoping tool; * Define inform and support the approach to meet the HA business needs; * Deliver workshops and meetings as required with the customer and the users; * Analyse, capture, evaluate and prioritise user and system requirements providing clear recommendations and direction;; * Manage team resources and capabilities to meet the needs of the customer; | |
| **Front-end Design and Interaction Design** | * Analyse and design the requirements of the customer; * Understand the needs of the user; * Produce well defines design concepts; * Determine the visual and interact elements of the digital service; * Focus on user needs, incorporating and responding to user research findings into the product design; * Deliver a user focused product which is intuitive to use. | |

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| --- | --- |
| **LOT 2** | |
| **Content Design and Development** | * Analyse and design the requirements of the customer and user; * Write and develop in the most useable and user centric way * Consider all formats and products to determine the most usable and user centric way to display the information. |
| **System Administration and Web Operations** | * Assist the development team in the building of software which is easy to use, manage and update as required; * Work in conjunction with HA IT to ensure the security requirements are understood and included; * Determine the requirements for the development and operation of a required database; * Determine the requirements for the linking with both HA internal and other external databases; * Anticipate technology developments which may be relevant and ensure consideration is included for future development. |
| **User Research** | * Define a research methodology; * Conduct user research throughout the elements of the project to ensure user consideration; * Analyse all research findings in conjunction with the Delivery Manager to ensure the inclusion of user research findings; * Utilise qualitative interviews with user representative to determine the validation of earlier work undertaken on behalf of the HA. |

## PRICING MODEL

Development of a specification was commenced as part of earlier work on the EAST. Although this is incomplete it is expected that it will assist the Provider in completing the Discovery phase. Given the well defined scope of this phase a fixed price model has been proposed. The scope of the Alpha phase is less well defined and a capped time and materials price option is proposed.

Customer’s preferred pricing model or models, for SOWs that may be awarded as a consequence of this Further Competition, are shown in the following table:

|  |  |
| --- | --- |
| PRICING MODEL | PROJECT PHASES |
| Capped time and materials | Alpha |
| Fixed price | Discovery |

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# CUSTOMER LOCATIONS

The Customer is unable to provide co-location workspace and facilities. These should be provided by the Lot 1 supplier. Provision should be made for visits to customer locations and telephone/webinar conferencing facilities.

The Highways Agency Project Sponsor is located in Leeds although the project is being delivered on behalf of Major Projects Smart Motorway Programme based in Birmingham. The Design Agents and Environmental Group are represented within this team.

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| --- | --- |
| UK REGION | CUSTOMER LOCATIONS: CITIES OR TOWNS |
| North of England and Scotland | Highways Agency, Lateral, 8 City Walk, Leeds, LS11 9AT |
| The Midlands | Highways Agency, The Cube, 199 Wharfside Street, Birmingham, B1 1RN  URS, 1st Floor, Victoria Square Building, Victoria Square, Birmingham, B2 4AJ |
| West of England and Wales | Highways Agency, Ash House, Falcon Road, Sowton Industrial Estate, Exeter EX2 7LB |

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