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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)

Any supplier invited to tender who has NOT returned their signed framework agreement for RM1043ii Digital Services 2 will NOT pass compliance check post-bid for this project, and therefore their response will NOT be evaluated. Should any supplier have any questions as regards their status, please contact CCS via the eSourcing suite.

OVERVIEW

|  |  |
| --- | --- |
| CCS Project Lead: | Amy Retallack |
| Customer: | Department for Work and Pensions (DWP) |
| Delivery Location: | 5th Floor, Palatine House, Preston, Lancashire [Co-location is absolutely necessary] |
| Phase(s): | Live - Continuous Iteration(OCTO Spend Approval pending) |
| Project: | DS02- 010 |
| Required Capabilities: | Include: Software engineering and Ongoing Support |
| Subcontracting Permitted? | No |
| Supplier Partnering Permitted? | No |
| Contract Charging Mechanism (Live Phase): | Capped Time and Materials |
| Tender Publish Date: | 06/08/2015 |
| Tender Submission Deadline: | 18/08/2015 |
| Proposed length of phase: | 1/10/2015 to 31/3/2016 |
| Proposed Commencement Date of Project: | 31/08/2015 |

LOTTING STRUCTURE

## The Customer has structured this procurement as follows:

|  |  |
| --- | --- |
| **Lot 1** | Software Engineering and Ongoing Support |

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).

|  |  |  |  |
| --- | --- | --- | --- |
| TIMESCALES | | |  |
| **DATE** | **WHO** | **ACTIVITY** | |
| 06/08/2015 | CCS | **Publish requirements to Potential Providers:** Clarification period starts | |
| 11/08/2015 | 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. | |
| 12/08/2015 | 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 | |
| 18/08/2015 | Potential Providers | **Submission Deadline**  Potential Provider must upload submission to the eSourcing suite by 12:00noon | |
| 25/08/2015 | Potential Providers & Customer | **Demonstration and Scrutiny** Face to Face: Demonstrate how you would run a sprint planning session taking account of business, customer and technical needs and priorities | |
| 26/08/2015 |  | **Award Notification** Publish Successful and un-successful Potential Providers. | |
| 31/08/2015 |  | **Expected "Commencement Date" for Call-Off Contract/s** | |

The time between Commencement Date of work and the Start Date of the Live phase is to allow for a handover from the current supplier providing the services.

KEY DELIVERY DATES

|  |  |  |
| --- | --- | --- |
| PROJECT PHASES | START DATE | COMPLETION DATE |
| Live – continuous iterative delivery | 01/10/2015 | 31/03/2016 |

# 

CURRENT SITUATION / BACKGROUND INFORMATION

The Department for Work and Pensions (DWP) is responsible for welfare and pension policy, it is the biggest public service delivery department in the UK and serves over 20 million customers.

DWP is committed to delivering digital services that are so good that they will be their customers’ first choice for interacting with the Department. The transition to greater digital provision will require experienced and skilled individuals and teams who understand the vision and can ensure that new and redesigned services meet the Government’s Digital by Default service standards.

This RFP and the Department’s service requirements relates to the procurement of Services for the front customer facing Carer’s Allowance Digital Service (CADS).

CADS was one of the Government’s 25 exemplar services which were delivered through a ‘digital by default’ approach. The Digital Service went live as a Public Beta version on 16 October 2013 and gained the Government Digital Service Live Accreditation status on 19th November 2014 The live service can be seen [here](https://www.carersallowance.service.gov.uk/allowance/benefits).

The service is being well received by both claimants and carers groups and is already achieving in excess of 90% customer satisfaction ratings. It provides a front-end claim capture service that sends claim data into a back-end digital scanning system. Following initial deployment of the service, continuous improvements have been made on a regular basis via a series of fortnightly sprints. Since gaining the live accreditation status we have made over 20 releases covering some 300 user stories.

Software development, user research, content design, on-going support and testing are currently provided by a joint team of civil servants working with an external digital provider. The contract for this external provider will end 30th September 2015.

To continue with the live service we need to continue to progress activity from the product backlog, ensuring we deliver business value. All work must comply with the Digital Service Standards and demonstrate a commitment to the iterative development process.

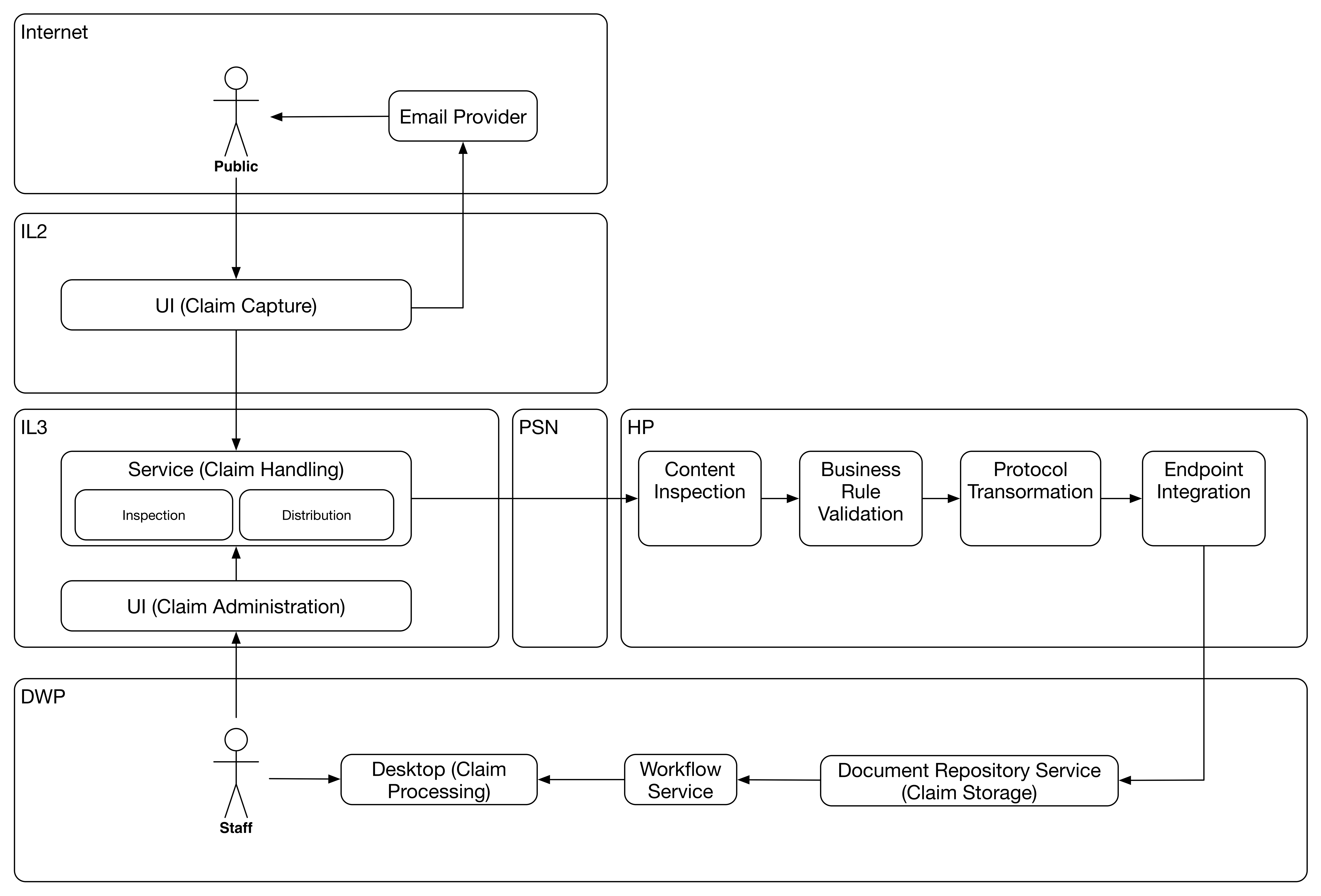
CURRENT ROLES AND RESPONSIBILITIES OF THE CUSTOMER

|  |  |
| --- | --- |
| **Role** | **Responsibilities** |
| **Service Manager** | DWP |
| **Product Manager** | DWP |
| **Delivery Manager** | DWP |
| **Business Analyst** | DWP |
| **Content Design** | DWP |
| **User Research** | DWP |
| **Web Operations** | DWP |
| **Front End Development** | DWP |

DWP require technical skills to continue the delivery of the live service ensuring continuous iterative development. DWP will continue to provide product ownership, subject matter expertise and business analysis.

CURRENT TECHNOLOGIES AND LANGUAGES

Current High level Architecture diagram



DWP uses a range of artifacts to support the service including but not limited too:

* Application Lifecycle Management and Wiki tools – Jira/Confluence
* Git version control (public and private)
* Graylog2
* Play Framework
* Rabbit MQ
* RedHat
* Salt Stack
* Jenkins
* NGINX
* Cucumber, Gerkhin, Ruby
* Jave/Scala

REQUIRED OUTCOMES

Continuous delivery of the product backlog as prioritized by the Product Owner in conjunction with the delivery team.

DWP will iterate the service based on customer behavior and what DWP understand to be the user needs. The service needs to support channel shift making the on-line journey the primary channel to claim Carer’s Allowance.

DWP is looking for potential providers to provide digital services in an innovative manner to deliver the current backlog and maintain the service standards. DWP will require the potential provider personnel to co-locate with the DWP Carer’s Allowance Digital Service delivery team based in Preston, Lancashire.

One of the key success factors for DWP is for potential providers to work well in multidisciplinary teams and create a positive working environment that is committed to quality and delivery. Providers will be working with DWP (and alongside other suppliers) to ensure that the delivery targets for the team are met. DWP is interested to hear how you are able to work effectively as part of an integrated, co-located and efficient digital delivery team.

DWP wants to be able to contract for flexible services that can be implemented, scaled and changed quickly and will focus our potential providers on delivering better value, high quality services focused on the needs of users. DWP would like to understand your approach and team structure to meet the DWP Carer’s Allowance Digital Service objectives and how digital services can be used to augment and complement the DWP team in a flexible, practical and cost effective manner. This includes potential provider consideration of the activities and approach taken to maintain continuous iterative delivery of a live service.

DWP will require providers to work with DWP staff to enable internal resources as they become available. This may require some specific coaching activity that would be captured as part of the product backlog. We need any potential provider to have the right attitude to both helping to adhere to Agile disciplines, and bring on board DWP resource in the project team. DWP would like to understand supplier perspectives on your approach to on-boarding and enablement.

DWP is keen to ensure that all service providers have understood the organisational context and that they are willing, able and prepared to work with the Department to continue to make the Carer’s Allowance digital service development a successful one.

TEST & DEVELOPMENT REQUIREMENTS

Test and development environments will be provided by the Department via cloud hosted environments

Code being developed and deployed will be stored using both public and private Git repositories. Code will be made publically available as per the Open source Code policy.

REQUIRED CAPABILITIES AND OUTCOMES OF THE SUPPLIER

|  |  |
| --- | --- |
| **Role** | **Responsibilities** |
| **Technical Architect x 1** | External Supplier |
| **Developer X 2** | External Supplier |
| **Developer/QA Tester X 1** | External Supplier |

|  |  |
| --- | --- |
| Required Capabilities and Outcomes of the Supplier | |
| **Capabilities** | **Outcomes** |
| **Software Engineering and Ongoing Support** | DWP needs the Developer/QA Tester capability focused on software development and testing to work with, business analysts, subject matter experts and web operations to:   * Provide a user-focused, stable and high performance Carer’s Allowance digital service where quality is built in from the start and improved by subsequent iterations; * Develop solutions that meet the Digital by Default service standard; * Understand how to turn business needs into user stories, acceptance criteria, and fully tested, reviewed production level code; * Deliver that code in the team’s configuration management systems; * Estimate user story size in ongoing development work to facilitate planning for upcoming sprints and be involved in the ongoing prioritization of core aspects of the service; * Provide and maintain test and behaviour driven test scripts; * Instill and improve quality focus in delivery teams, sharing knowledge and providing feedback to create an optimal work environment where all delivery team members feed responsibility for product quality; * Work as full and equal members of a genuinely multi-disciplinary team; * Work with the wider delivery teams and stakeholders to break technical requirements down into appropriate pieces for integration with any DWP systems * Provide an quality Assurance role to validate what is produced and build in quality from the start; * Build in automated testing rigor into QA process * Provide coaching and enablement to DWP staff where this is needed to help with the creation of an agile delivery capability within the Department.   DWP requires the technical architect capability to work with developers, QA testers to:   * Provide hands-on technical leadership in the development, operation and ongoing improvement of complex transformational digital services; * Work with delivery teams to break technical requirements down and identify key API requirements for integration with internal and external systems; * Ensure that new and updated platforms and products are thoroughly tested for performance; * Lead development of user driven prototypes to identify technical options and inform; * Architectural approaches. Working with colleagues to write tests, code and documentation for new and existing systems; * Focus on strategic alignment of technical design and architecture to meet business growth and direction; * Be able to deploy on Cloud based platforms, using open sourced solutions.   The required outcome for these capabilities is to continue to iteratively develop the live service delivering business value with each release while improving the customer experience. |

For any services ordered, if DWP identifies inappropriate skills or experience or other performance issues with a member of staff from the supplier, DWP reserves the right to mutually agree a course for resolution however this does not affect DWP's right to request the supplier to end the involvement of a particular person within the Supplier's team of Personnel providing the Services and where so requested the Supplier shall immediately remove the relevant Personnel from the delivery of the Services and provide a suitable alternative. Any replacement Personnel shall be appropriately qualified, experienced and fully competent to carry out the tasks assigned to the role of the member of Personnel whom he or she has replaced. The Supplier shall use its reasonable endeavours to provide replacement Personnel within 5 working days from receipt of notification from DWP requesting such removal and replacement.

THE METHODOLOGY

DWP expects the winning Supplier to adhere to an Agile Methodology as per the [Digital by Default Service Standard](https://www.gov.uk/service-manual)

GOVERNANCE

Fortnightly sprint planning will govern what work is prioritized from the product backlog. The successful supplier will be expected to take an active role in all sprint ceremonies.

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 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 to 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 to 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 |