

# **20194: Appointment Booking System – Universal Credit full service**

**Technical Envelope - Annex K**

**Statement of Requirements**



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## **Introduction**

### **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 around 18 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.

### **Appointment Booking System Business Objectives**

To support the provision of Universal Credit full service (UC full service), the Department for Work and Pensions 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 JobCentre, that is available and trained to handle the appointment.

DWP staff will create and manage appointments through UC full service, and 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 UC full service.

The Appointment Booking System will be integrated into UC full service and its platforms. The entire booking process will be performed via the UC full service 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 UC full service.

In 2015 it was established that DWP required a cloud-based appointment booking service for Digital UC Offices. The service needed to meet the immediate need to replace a clerical system, which was not efficient, suitable or scalable to meet the needs of UC. Part of the DWP 2020 vision includes changing the way customers and claimants access our services, in order to enable them to access service in ways and at times that are convenient for them. In line with this strategy, the Appointment Booking System will be supporting the UC full service to allow claimants to access and manage their online claim at any time.

The Appointment Booking System is business critical to the success of UC because extensive user research has established a key user need is 'a single source of truth' and the removal of the requirement to double key. To that end, it is essential to ensure the user experience is situated entirely within UC full service. Additionally the service should lead to faster and more accurate appointment booking, reduction in failures to attend (FTAs) and improved claimant experience.

## **Requirements Summary**

The Department requires a cloud-based, commercial 'off-the-shelf' Appointment Booking System. Due to the timescales and need for UC full service to utilise the Appointment Booking System's APIs, the system must meet the stated requirements with minimal additional development work and customisation. The Department does not require a booking system to be built and custom-designed.

The Department requires a 24 hours a day, 7 days a week, 365 days a year system with a service level agreement (SLA) that provides 99.90 percent availability, as the Appointment Booking System will be supporting the UC full service which allows claimants to access their online claim at any time.

There will also 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).

There are currently around 750 JobCentres across the UK and Northern Ireland, with around 23,000 DWP staff in total supporting claimants. Each member of DWP staff who supports claimants will have a calendar in the Appointment Booking System. A JobCentre can have up to 120 Work Coaches. Work Coaches all require diaries.

For the Appointment Booking System, DWP will require subscription licences for approximately 23,000 users per annum. Within the 23,000 per annum figure, there are 3 types of user:

**Primary user** - approximately 11,000 work coaches (User Role) who will have calendars and will access the service via UC full service.

**Light user** - approximately 5,000 service centre users who will not have calendars and will only access the service via UC full service. They will be very light users once self-service is in operation.

**Super user** - approximately 7,000 administrative users (managers, reception etc.) who will not have a calendar, but will be using the Appointment Booking System UI directly and will therefore need to login directly.

Potential Suppliers must provide a total contract cost for the maximum 5 year duration, based on implementation, support & hosting and licence costs for the stated requirements. To enable a valid comparison to be made between tender responses, the Pricing Proposal has assumed that the number of subscription licences required will remain fixed for the maximum 5-year duration of the contract.

From October 2017, UC full service will be rolled out to 50 JobCentres a month. When UC full service is fully rolled out in June 2018, it is anticipated that 30 million appointments (2.5 million appointments per month) will be created and managed on an annual basis via the Appointment Booking System. Approximately 30% of these appointments will be initial appointments. It is anticipated that 90% of the appointments will be book Monday – Friday between 07:00 – 21:00.

There are a number of factors that affect the volumes related to this contract, including the number of UC claimants and the rate at which UC full service is rolled out. As a result, potential suppliers should note that DWP will not guarantee any volumes for this contract (number and types of users, number of sites and number of appointment bookings); the Appointment Booking System must be sufficiently scalable to manage any fluctuations in demand either up or down.

Every effort has been made to forecast volumes and the required services, but these are subject to change (for example, changes in the scope/specified requirements/additional claimant or customer groups) and the Authority reserves the right to amend the scope and/or duration of the contract in accordance with Article 72 of the Public Contracts Regulations 2015.

This will be a volume-based contract whereby the Authority shall give no commitment to the number of licence subscriptions and/or appointment bookings during the initial term or extended term. On an annual basis and for each year of the contract, the Authority will only pay for the number of subscription licences required. In the event that additional licences are required, the Authority will pay the unit cost

stated in the Pricing Proposal. Potential Suppliers may offer volume discounts/bandings based on the number of users; this should be made clear within the Pricing Proposal

The Appointment Booking System will support UC full service claimants accessing the service via UC full service. Claimants are not in the user base, should not be classed as needing a licence and should therefore be excluded from the Pricing Proposal because these will only be the initial bookings on behalf of claimants.

## **Duration**

The contract will have an initial term of three years, including the implementation period, unless terminated by the Authority in accordance with the terms of the contract. The contract will contain two extension options of 12 months each, subject to satisfactory performance and with the agreement of both parties. The maximum length of the contract, including all possible extensions, is five years.

## **Exclusions**

The supplier will not be required to provide the front-end interface with UC claimants and work coaches. This will be accessed via UC full service. The system will not support UC live service claimants whose appointments are booked and managed via an alternative process. The service will not send SMS or email reminders to claimants.

## **Detailed requirements**

Tenders will be evaluated against Functional, Non-Functional and Scenario-Based Requirements for the Appointment Booking System. All information about the evaluation criteria and weightings can be found in the Instructions to Potential Suppliers document included in the Invitation to Tender (ITT) pack. Appendices 1,2 and 3 in this document also contain further information to help Potential Suppliers develop their tender responses and accompanying pricing schedule.

### **Functional and Non-Functional Requirements**

The functional and non-functional requirements are included in this document, along with the response template which should be completed and uploaded as part of the tender submission.

All information about the evaluation process, criteria and weightings for the Functional and Non-Functional Requirements can be found in the Instructions to Potential Suppliers document included in the Invitation to Tender (ITT) pack, particularly Section 12. Sub-criteria with \*\*\* after the reference number are business critical. Potential Suppliers are advised to read the full ITT pack which contains further information which will help develop their tender responses.

## Scenario-Based Requirements

The relevant demonstration scenarios are contained in Annex M of the ITT pack, which includes the response template which should be completed and uploaded as part of the tender submission.

All information about the evaluation process, criteria and weightings for the Scenario-Based Requirements can be found in the Instructions to Potential Suppliers document included in the Invitation to Tender (ITT) pack, particularly section 13.

## Definitions

Term	Definition
Appointment location	Appointment location refers to the location where the DWP member of staff will meet with a claimant. Most appointments will take place within a JobCentre. However, there are genuine reasons and needs where appointments will take place via phone, via digital mechanism such as Skype / BlueJeans, or a 3rd party location.
URL	The URL is a link back into UCFS and is the Agents View of a Claimant. Only authorised people would be able to successfully access the link. The URL is stored in the claimant record within the Appointment Booking service so that an authorised user would be able to identify the specific claimant by following the link back into UCFS.
Valid appointment	A valid appointment is defined as an appointment that has not been deleted or marked as Failed To Attend.

## Functional Requirements

For the Functional Requirements, you are required to provide a response in the boxes below each individual requirement.

All Functional Requirements have been given a reference number. Weightings can be found in the Evaluation Criteria and Scoring Matrix document within the ITT pack.

Your response **must**:

- be written clearly, in English, using size 12 Arial font
- not exceed more than 500 words for each individual requirement. The 500 word limit refers to the total words used in responses to sections A-E combined.
- cover sections A and B listed below, and **one** of either C/D/E as appropriate:

**A.** Please indicate the Development Response Code (DRC) for the required functionality:

DRC1: the required functionality is available within the standard commercial 'off-the-shelf' product, within user-defined configuration or will require very minor customisation/development to the 'off-the-shelf' product

DRC2: the required functionality is currently in development as part of the product roadmap, and will be available within the commercial 'off-the-shelf' product by the 1<sup>st</sup> of December 2017

DRC3: the required functionality will require significant development to the commercial 'off-the-shelf' product, or cannot be met

**B.** Describe how the required functionality can be integrated into UCFS using the product APIs i.e. is the functionality currently available on your APIs, how complex is it to deliver it using these APIs, and the expected number of API calls

**C.** Where you have indicated DRC1, please explain how your product currently meets the required functionality (mandatory)

**D.** Where you have indicated DRC2, please provide robust evidence of your product roadmap and explain how your product will have the required functionality available by the 1<sup>st</sup> of December 2017

**E.** Where you have indicated DRC3, please explain why the required functionality cannot be met and/or the extent of development required



Ref	User Needs	Examples and clarifying points
<b>1</b>	<b>Appointment Booking</b>	
<b>1.1</b>	<p>For the service to find availability by the following criteria:</p> <ul style="list-style-type: none"> <li>- JobCentre</li> <li>- Channel - (Value: On Phone / Digital / In JobCentre)</li> <li>- Appointment Type</li> <li>- Named member of staff</li> <li>- Appointment Duration</li> <li>- Start and End date to search for availability</li> <li>- Staff Attributes</li> </ul> <p>The above parameters are all mandatory for this search</p> <p>The service will return all time slots that the named member of staff is available</p>	The intent of this requirement is to allow a search for a named work coach, within a single location
A	<i>insert response here</i>	
B	<i>insert response here</i>	
C/D/E	<i>insert response here</i>	
<b>1.2</b>	<p>For the service to find availability by the following criteria:</p> <ul style="list-style-type: none"> <li>- JobCentre</li> <li>- Channel (Value: On Phone / Digital / In JobCentre)</li> <li>- Appointment Type</li> <li>- Named member of staff</li> <li>- Appointment Duration</li> <li>- Start and End date to search for availability</li> <li>- Room required</li> <li>- Room attributes specified</li> </ul> <p>The service will return all time slots that the named member of staff is available</p>	The intent of this requirement is to allow a search for a named work coach, within a single location. In addition to the above requirement a room is also being searched for

A	<i>insert response here</i>	
B	<i>insert response here</i>	
C/D/E	<i>insert response here</i>	
<b>1.3</b>	<p>For the service to find availability by the following criteria:</p> <ul style="list-style-type: none"> <li>- JobCentre</li> <li>- Channel - (Value: On Phone / Digital / In JobCentre)</li> <li>- Appointment Type</li> <li>- Appointment Duration</li> <li>- Staff Attributes</li> <li>- Start and End date to search for availability</li> </ul> <p>The parameters are all mandatory</p> <p>The service will return all time slots for all members of staff that are available.</p>	<p>The intent of this requirement is to allow a search for availability across an entire JobCentre for a given appointment type</p>
A	<i>insert response here</i>	
B	<i>insert response here</i>	
C/D/E	<i>insert response here</i>	
<b>1.4</b>	<p>For the service to find availability by the following criteria:</p> <ul style="list-style-type: none"> <li>- JobCentre</li> <li>- Channel - (Value: On Phone / Digital / In JobCentre)</li> <li>- Appointment Type</li> <li>- Appointment Duration</li> <li>- Staff Attributes</li> <li>- Start and End date to search for availability</li> <li>- Room Required</li> <li>- Room attributes specified</li> </ul> <p>The parameters are all mandatory. The service will return all time slots for all members of staff that are available.</p>	<p>The intent of this requirements is to allow a search for availability across an entire JobCentre for a given appointment type.</p> <p>The requirement additionally looks to include a search for a room</p>

A	<i>insert response here</i>	
B	<i>insert response here</i>	
C/D/E	<i>insert response here</i>	
<b>1.5</b>	<p>For the service to find availability by the following criteria:</p> <ul style="list-style-type: none"> <li>- JobCentre</li> <li>- Channel - (Value: On Phone / Digital / In JobCentre)</li> <li>- Team</li> <li>- Appointment Type</li> <li>- Appointment Duration</li> <li>- Staff Attributes</li> <li>- Start and End date to search for availability</li> </ul> <p>The parameters are all mandatory</p> <p>The service will return all time slots for all members of staff that are available.</p>	<p>The intent of this requirement is to allow a search for availability across a team within a JobCentre for a selected appointment type</p>
A	<i>insert response here</i>	
B	<i>insert response here</i>	
C/D/E	<i>insert response here</i>	
<b>1.6</b>	<p>For the service to find availability by the following criteria:</p> <ul style="list-style-type: none"> <li>- JobCentre</li> <li>- Channel - (Value: On Phone / Digital / In JobCentre)</li> <li>- Team</li> <li>- Appointment Type</li> <li>- Appointment Duration</li> <li>- Staff Attributes</li> <li>- Start and End date to search for availability</li> <li>- Room Required</li> <li>- Room attributes specified</li> </ul>	<p>The intent of this requirement is to allow a search for availability across a team within a JobCentre for a selected appointment type</p> <p>The requirement additionally looks to include a search for a room</p>

	<p>The parameters are all mandatory</p> <p>The service will return all time slots for all members of staff that are available.</p>	
A	<a href="#">insert response here</a>	
B	<a href="#">insert response here</a>	
C/D/E	<a href="#">insert response here</a>	
1.7	For the service to allow a citizen or a claimant to be selected and added to the appointment	
A	<a href="#">insert response here</a>	
B	<a href="#">insert response here</a>	
C/D/E	<a href="#">insert response here</a>	
1.8	For the service to record in the booking all of the criteria used in making the original booking	<p><b>Attributes:</b></p> <ul style="list-style-type: none"> <li>- JobCentre</li> <li>- Channel</li> <li>- Team</li> <li>- Appointment Type</li> <li>- Appointment Duration</li> <li>- Staff Attributes selected</li> <li>- Date and time of the appointment</li> <li>- Member of staff handling the appointment</li> <li>- Citizen / claimant details</li> <li>- Room (If applicable)</li> <li>- Person who Booked</li> </ul>
A	<a href="#">insert response here</a>	
B	<a href="#">insert response here</a>	
C/D/E	<a href="#">insert response here</a>	

<b>1.9</b>	For the service, when the appointment has been booked, the member of staff's calendar is blocked and the appointment details captured	
A	<a href="#">insert response here</a>	
B	<a href="#">insert response here</a>	
C/D/E	<a href="#">insert response here</a>	
<b>1.10</b>	For the service, when the appointment has been booked, the room calendar is blocked and the appointment details captured	
A	<a href="#">insert response here</a>	
B	<a href="#">insert response here</a>	
C/D/E	<a href="#">insert response here</a>	
<b>1.11</b>	For the service, when a member of staff and a room are booked, both the member of staff's calendar and the room calendar are both blocked	
A	<a href="#">insert response here</a>	
B	<a href="#">insert response here</a>	
C/D/E	<a href="#">insert response here</a>	
<b>1.12</b>	For the service to allow an appointment in the future to be cancelled. The appointment will be deleted from the member of staff's calendar and room (if applicable).	
A	<a href="#">insert response here</a>	
B	<a href="#">insert response here</a>	
C/D/E	<a href="#">insert response here</a>	
<b>1.13</b>	For the service to allow an appointment to be rescheduled	
A	<a href="#">insert response here</a>	
B	<a href="#">insert response here</a>	

C/D/E	<a href="#">insert response here</a>	
<b>1.14</b>	For the service to allow one or more appointments in a single calendar to be identified and moved to another single calendar	
A	<a href="#">insert response here</a>	
B	<a href="#">insert response here</a>	
C/D/E	<a href="#">insert response here</a>	
<b>1.15</b>	For the service to prevent two valid appointments overlapping in a member of staff's calendar when booking an appointment.	See definition of Valid Appointment
A	<a href="#">insert response here</a>	
B	<a href="#">insert response here</a>	
C/D/E	<a href="#">insert response here</a>	
<b>1.16</b>	For the service to allow a timeslot to be "reserved" prior to the booking being confirmed. Once a slot has been selected, this is reserved and will not allow a second user to select the same slot. The "reservation" will expire automatically after a period of time if the booking is not completed.  Only a single slot can be reserved at a time.	The objective here is to ensure that an agent or a claimant will be able to successfully complete their booking even if it takes a few minutes to complete the actual journey (NOTE: A time slot has to be selected first to reserve the time)  To avoid a single user holding many slots that prevent other users selecting those slots
A	<a href="#">insert response here</a>	
B	<a href="#">insert response here</a>	
C/D/E	<a href="#">insert response here</a>	
<b>1.17</b>	For the service to allow two or more appointment types to be selected and then availability for those appointment types to be returned.	The intent is to allow two different appointments types to be booked for the same claimant / citizen and for the meetings to be back to back.

	A time can be selected for each appointment type and a claimant / citizen added to the appointments and the appointments are booked	
A	<a href="#">insert response here</a>	
B	<a href="#">insert response here</a>	
C/D/E	<a href="#">insert response here</a>	
<b>1.18</b>	For the service to allow a single appointment type to be selected and then availability for that appointment type to be returned. Two claimants / citizens are then selected and two times (back to back) are selected. The appointments are then booked with the same work coach or potentially 2 different work coaches	The intent is to allow a single appointments type, with the same work coach to be booked for two claimants / citizens and for the meetings to be back to back.
A	<a href="#">insert response here</a>	
B	<a href="#">insert response here</a>	
C/D/E	<a href="#">insert response here</a>	
<b>1.19</b>	For the service to allow one appointment type and time to be selected and two appointments to be created with two separate work coaches. For each appointment a different claimant / citizen will be selected and added to the appointment booking.	The intent is to allow two claimants to have the same appointment type at the same time with different work coaches
A	<a href="#">insert response here</a>	
B	<a href="#">insert response here</a>	
C/D/E	<a href="#">insert response here</a>	
<b>1.20</b>	For the service to allow two appointment types and a single time to be selected and appointments to be created with two separate work coaches. For each appointment a different claimant / citizen will be selected and added to the appointment booking.	The intent is to allow two claimants to have a different appointment type at the same time with different work coaches

A	<i>insert response here</i>	
B	<i>insert response here</i>	
C/D/E	<i>insert response here</i>	
<b>2</b>	<b>Appointment Check-In</b>	
<b>2.1</b>	For the service to allow a claimant to be marked as arrived for their appointment.	<p>For JobCentre appointments, the claimant will arrive at Reception, Reception will mark the claimant as Arrived</p> <p>For Phone / Digital appointments, the DWP member of staff meeting the claimant will mark the claimant as arrived</p>
A	<i>insert response here</i>	
B	<i>insert response here</i>	
C/D/E	<i>insert response here</i>	
<b>2.2</b>	For the service, when a claimant has been marked as arrived, the work coach will receive an alert notifying them.	
A	<i>insert response here</i>	
B	<i>insert response here</i>	
C/D/E	<i>insert response here</i>	
<b>2.3</b>	For the service to allow an appointment to be marked as started. The service will not assume the appointment has started otherwise.	The DWP member of staff meeting the claimant will take the action.
A	<i>insert response here</i>	
B	<i>insert response here</i>	
C/D/E	<i>insert response here</i>	
<b>2.4</b>	For the service to allow an appointment to be marked as completed. The service will not assume the appointment has finished otherwise.	The DWP member of staff meeting the claimant will take the action.
A	<i>insert response here</i>	



B	insert response here	
C/D/E	insert response here	
2.5	For the service to allow an appointment to be marked as Failed To Attend. The service will not assume the appointment should be marked failed to attend	The DWP member of staff meeting the claimant will take the action.
A	insert response here	
B	insert response here	
C/D/E	insert response here	
3	Multi-attendee Appointments	
3.1	<p>For the service to allow a multi-attendee Appointment to be created with 0, 1 or many members of staff.</p> <p>A lead or leads can be selected along with the appointment type.</p>	<p><b>Attributes:</b></p> <ul style="list-style-type: none"><li>- Member of staff leading the event (Mandatory)</li><li>- Contact person not necessarily a DWP member of staff</li><li>- Appointment Type (Mandatory)</li><li>- Maximum number of attendees (Mandatory)</li><li>- Length of meeting (Mandatory)</li><li>- Location of the event</li><li>- Start / End Time</li></ul>
A	insert response here	
B	insert response here	
C/D/E	insert response here	
3.2	For the service to ensure that all DWP Members of Staff on the multi-attendee appointment will have their calendar blocked	
A	insert response here	
B	insert response here	
C/D/E	insert response here	
3.3	For the service to allow 1 or many members of staff to be	

	added and removed to the multi-attendee appointment. Their calendar will become blocked at this time.	
A	<a href="#">insert response here</a>	
B	<a href="#">insert response here</a>	
C/D/E	<a href="#">insert response here</a>	
<b>3.4</b>	For the service to allow one or more claimants to be added and removed to the multi-attendee appointment	
A	<a href="#">insert response here</a>	
B	<a href="#">insert response here</a>	
C/D/E	<a href="#">insert response here</a>	
<b>3.5</b>	For the service to allow a room to be booked for a multi-attendee appointment and included in the event details	
A	<a href="#">insert response here</a>	
B	<a href="#">insert response here</a>	
C/D/E	<a href="#">insert response here</a>	
<b>3.6</b>	For the service to provide a waitlist capability for a multi-attendee appointment.	<b>Example:</b> Allow people on the waitlist to be removed and added to a new event that has been organised
A	<a href="#">insert response here</a>	
B	<a href="#">insert response here</a>	
C/D/E	<a href="#">insert response here</a>	
<b>4</b>	<b>Stand-alone Room Booking</b>	
<b>4.1</b>	For the service to find availability by the following criteria: <ul style="list-style-type: none"> <li>- JobCentre</li> <li>- Room in the location</li> <li>- Room attributes</li> <li>- Start and End date to search for availability</li> <li>- Duration</li> </ul>	<b>Example Room Attributes:</b> <ul style="list-style-type: none"> <li>- Number of people the room can hold</li> <li>- Equipment in room - Teleconference, Hearing Loop, Telephone etc.</li> </ul>

	The service will return all time slots for all rooms that are available and that meet the room attributes specified	
A	<a href="#">insert response here</a>	
B	<a href="#">insert response here</a>	
C/D/E	<a href="#">insert response here</a>	
<b>4.2</b>	For the service to allow a room booking to be deleted	
A	<a href="#">insert response here</a>	
B	<a href="#">insert response here</a>	
C/D/E	<a href="#">insert response here</a>	
<b>4.3</b>	For the service to allow the booking to be updated	
A	<a href="#">insert response here</a>	
B	<a href="#">insert response here</a>	
C/D/E	<a href="#">insert response here</a>	
<b>4.4</b>	For the service to allow the booking to be rescheduled	
A	<a href="#">insert response here</a>	
B	<a href="#">insert response here</a>	
C/D/E	<a href="#">insert response here</a>	
<b>4.5</b>	For the service to allow the room to be book and the room calendar updated	
A	<a href="#">insert response here</a>	
B	<a href="#">insert response here</a>	
C/D/E	<a href="#">insert response here</a>	
<b>5</b>	<b>Appointment Prioritisation</b>	
<b>5.1</b> ***	For the service to allow a location to dedicate a time period for one or more appointment types. The service will only allow those appointment types to be booked in that time period.	<b>Example:</b> Initial appointments are time bound, they need to occur within a specific time period after the claim has been submitted.

	<p>Time period that can be dedicated can be of any length</p> <p>The dedicated time only applies to members of staff who are trained to handle that (those) appointment type(s)</p>	<p>To assist JobCentres ensuring there is sufficient availability for these appointments, there is a need to dedicate time for only these appointment types. There is no restriction on which appointment types can have time dedicated for them.</p> <p><b>Worked example including staff:</b>  Staff 1 - Can do appointment types, A, B, C and D  Staff 2 - Can do appointment types B,C and D but not A  On Monday DWP wants to prioritise appointment A  So on Monday:  Staff 1 is only booked for appointment type A  Staff 2 is booked for B, C and D</p>
A	<i>insert response here</i>	
B	<i>insert response here</i>	
C/D/E	<i>insert response here</i>	
<b>5.2</b>	<p>For the service to allow a location to dedicate a time period for one or more channels. The service will only allow that channel to be used in that time period.</p> <p>Time period that can be dedicated can be of any length</p> <p>The dedicated time only applies to members of staff who are trained to handle that (those) channel(s)</p>	<p>Worked example including staff:</p> <ul style="list-style-type: none"> <li>- Staff A - Can do face to face</li> <li>- Staff B - Can do Telephony and face to face</li> <li>- On Monday evenings after 5, DWP can only do telephony channel</li> </ul> <p><b>Example 1:</b></p> <ul style="list-style-type: none"> <li>- Claimant requires telephony appointment, only Staff B can handle that appointment after 5pm</li> <li>- Claimant asks for a face to face appointment, Staff A and B can handle the appointment but NOT AFTER 5pm</li> </ul>
A	<i>insert response here</i>	
B	<i>insert response here</i>	
C/D/E	<i>insert response here</i>	

<b>5.3</b>	For the service to allow the restriction to be applied to 1, many (up to all) members of staff in the location	The intent here is to specify a dedicated time at an individual member of staff level rather than across the whole location
A	<a href="#">insert response here</a>	
B	<a href="#">insert response here</a>	
C/D/E	<a href="#">insert response here</a>	
<b>5.4</b>	For the service to allow rules to be specified that would automatically remove the dedicated time slots. These rules are configurable	<b>Examples:</b> <ul style="list-style-type: none"> <li>- If calendars are &lt; 50% booked remove the restriction</li> <li>- 24 hours before, remove the restriction</li> <li>- If 24 hours before calendars are &lt;50% booked remove the restriction</li> </ul>
A	<a href="#">insert response here</a>	
B	<a href="#">insert response here</a>	
C/D/E	<a href="#">insert response here</a>	
<b>5.5</b>	For the service to allow appointment dedication to be setup on a repeating basis	
A	<a href="#">insert response here</a>	
B	<a href="#">insert response here</a>	
C/D/E	<a href="#">insert response here</a>	
<b>6</b>	<b>Search and View</b>	
<b>6.1</b>	<p>For the service to allow a search for a claimant by Name and JobCentre. Where more than one claimant with the same name exists in the location, a list of names and URLs will be shown.</p> <p>When a single claimant has been found or selected, the service will allow information about the claimant to be viewed including all historic and future appointments.</p>	The intent is to narrow the search for a claimant by JobCentre location

A	<i>insert response here</i>	
B	<i>insert response here</i>	
C/D/E	<i>insert response here</i>	
6.2	For the service to allow a search for a claimant by URL. The service will allow information about the claimant to be viewed including all historic and future appointments	
A	<i>insert response here</i>	
B	<i>insert response here</i>	
C/D/E	<i>insert response here</i>	
6.3	For the service to allow a search for a claimant by Name. The service will return a list of names, URLs and JobCentres. The service will further allow the names in the list to be selected and a view of all historic and future appointments will be shown.	
A	<i>insert response here</i>	
B	<i>insert response here</i>	
C/D/E	<i>insert response here</i>	
6.4	For the service to allow a search for an agent by any or all of the agent attributes. A list of agents and their attributes that meet the search criteria will be returned and displayed. An agent can then be selected from the returned list.	
A	<i>insert response here</i>	
B	<i>insert response here</i>	
C/D/E	<i>insert response here</i>	
7	Jobcentre Configuration	
7.1	For the service to allow Jobcentres to be created and attributes be captured and stored	Attributes for example:  Name (Mandatory)

		DWP Code (Mandatory) Address (Optional)
A	<i>insert response here</i>	
B	<i>insert response here</i>	
C/D/E	<i>insert response here</i>	
7.2	For the service to allow for attributes about a Jobcentre to be updated	
A	<i>insert response here</i>	
B	<i>insert response here</i>	
C/D/E	<i>insert response here</i>	
7.3	For the service to allow for a JobCentre to be deleted	
A	<i>insert response here</i>	
B	<i>insert response here</i>	
C/D/E	<i>insert response here</i>	
7.4	Within a JobCentre, for the service to allow rooms that can hold appointments to be created and up to 10 searchable attributes about the room to be captured and stored	Attribute examples: - Size of room - Telephone facilities - Video Conference facilities - Floor level of room - Hearing loop facilities - Screened area - Wheelchair accessible - Computers accessible for claimants
A	<i>insert response here</i>	
B	<i>insert response here</i>	
C/D/E	<i>insert response here</i>	

<b>7.5</b>	For the service to allow for attributes about rooms to be updated	
A	<a href="#">insert response here</a>	
B	<a href="#">insert response here</a>	
C/D/E	<a href="#">insert response here</a>	
<b>7.6</b>	For the service to allow rooms to be deleted	
A	<a href="#">insert response here</a>	
B	<a href="#">insert response here</a>	
C/D/E	<a href="#">insert response here</a>	
<b>8</b>	<b>Appointment Configuration</b>	
<b>8.1</b>	For the service to allow appointment types to be created and stored	<b>Attributes</b> <ul style="list-style-type: none"> <li>- Appointment Id (Unique reference – Mandatory)</li> <li>- Title (Mandatory)</li> <li>- Description (Mandatory)</li> <li>- Appointment Duration(s) (Mandatory)</li> <li>- Channel (Mandatory)</li> </ul>
A	<a href="#">insert response here</a>	
B	<a href="#">insert response here</a>	
C/D/E	<a href="#">insert response here</a>	
<b>8.2</b>	For the service to allow an appointment type to be deleted	
A	<a href="#">insert response here</a>	
B	<a href="#">insert response here</a>	
C/D/E	<a href="#">insert response here</a>	
<b>8.3</b>	For the service to allow the appointment type attributes to be updated	
A	<a href="#">insert response here</a>	
B	<a href="#">insert response here</a>	



C/D/E	<i>insert response here</i>	
8.4	For the service to allow more than one possible duration to be defined for a single appointment type	
A	<i>insert response here</i>	
B	<i>insert response here</i>	
C/D/E	<i>insert response here</i>	
8.5	For the service to allow more than one possible channels to be defined for a single appointment type	
A	<i>insert response here</i>	
B	<i>insert response here</i>	
C/D/E	<i>insert response here</i>	
8.6	For the service to allow 0, one or more (up to all) appointment types to be associated with a JobCentre. NOTE: This means making a booking within that JobCentre, only the associated appointment types are available for booking	<b>Example:</b> <ul style="list-style-type: none"><li>- Appointment Type 1</li><li>- Appointment Type 2</li></ul> <b>JobCentre one can handle</b> <ul style="list-style-type: none"><li>- Appointment Type 1</li></ul> <b>JobCentre two can handle</b> <ul style="list-style-type: none"><li>- Appointment Type 1</li><li>- Appointment Type 2</li></ul>
A	<i>insert response here</i>	
B	<i>insert response here</i>	
C/D/E	<i>insert response here</i>	
8.7	For the service to allow a specific appointment type and duration (s) to be associated with a JobCentre. NOTE: This means making a booking within that JobCentre, only the	<b>Example:</b> Appointment Type 1 <ul style="list-style-type: none"><li>- Duration : 10 minutes</li></ul>

	associated appointments types, and selected durations, are available for booking.	- Duration : 20 Mins  <b>JobCentre one can handle</b> Appointment Type 1 - Duration : 10 Mins  <b>JobCentre two can handle</b> Appointment Type 1 - Duration : 10 Mins - Duration : 20 Mins
A	<i>insert response here</i>	
B	<i>insert response here</i>	
C/D/E	<i>insert response here</i>	
<b>8.8</b>	For the service to allow different appointment types to be visually represented differently on the calendar views. This will be defined when the appointment type is created or updated and is specific to that appointment type	
A	<i>insert response here</i>	
B	<i>insert response here</i>	
C/D/E	<i>insert response here</i>	
<b>8.9</b>	For the service to allow a pre and / or post meeting time that will be added to the meeting duration.  This is at an appointment type level and hence applied to every single appointment of this type	<b>Example</b> 10 Minutes preparation time, before the meeting time <b>Meeting</b> 5 Minute post meeting wrap up time
A	<i>insert response here</i>	
B	<i>insert response here</i>	
C/D/E	<i>insert response here</i>	

<b>8.10</b>	For the service to allow appointments types to be marked as inactive. This enables or disabled an appointment with immediate affect	
A	<a href="#">insert response here</a>	
B	<a href="#">insert response here</a>	
C/D/E	<a href="#">insert response here</a>	
<b>8.11</b>	For the service to allow appointment to be marked as inactive until a specific date	<b>Example:</b> Appointment becomes active automatically on the 1-Jan-2018
A	<a href="#">insert response here</a>	
B	<a href="#">insert response here</a>	
C/D/E	<a href="#">insert response here</a>	
<b>8.12</b>	For the service to allow appointment to be marked as inactive after a specific date.	<b>Example:</b> Appointment automatically marked as inactive on 1-Jan-2018
A	<a href="#">insert response here</a>	
B	<a href="#">insert response here</a>	
C/D/E	<a href="#">insert response here</a>	
<b>8.13</b>	For the service to allow an appointment type to be marked as inactive / active at a Location Level	
A	<a href="#">insert response here</a>	
B	<a href="#">insert response here</a>	
C/D/E	<a href="#">insert response here</a>	
<b>9</b>	<b>Staff Configuration</b>	
<b>9.1</b>	For the service to allow members of staff to be created within the service.  The attributes listed are the only attributes that will be	<b>Attributes:</b> - Staff Name (First and Last) - Staff ID (Unique Identifier) - Staff Email Address

	stored about a member of staff. The service will not allow entry of any other attributes.	<ul style="list-style-type: none"><li>- Role</li><li>- Team</li><li>- JobCentre</li></ul>
A	<i>insert response here</i>	
B	<i>insert response here</i>	
C/D/E	<i>insert response here</i>	
9.2	For the service to allow the attributes about a member of staff to be updated	
A	<i>insert response here</i>	
B	<i>insert response here</i>	
C/D/E	<i>insert response here</i>	
9.3	For the service to allow a member of staff to be deleted	
A	<i>insert response here</i>	
B	<i>insert response here</i>	
C/D/E	<i>insert response here</i>	
9.4	For the service to record that a member of staff can speak Welsh and this is searchable	
A	<i>insert response here</i>	
B	<i>insert response here</i>	
C/D/E	<i>insert response here</i>	
9.5	For the service to be configurable to record at least 10 searchable attributes about the member of staff	<b>Example Attributes:</b> <ul style="list-style-type: none"><li>- Ability to Sign</li><li>- Gender</li></ul>
A	<i>insert response here</i>	
B	<i>insert response here</i>	
C/D/E	<i>insert response here</i>	

<b>9.6</b> ***	For the service to recognise that only a subset of people have a calendar. There are DWP staff who require access to the service for administrative purposes or only ever book appointments. These staff members should not have a calendar to prevent appointments being booked against them.	
A	<i>insert response here</i>	
B	<i>insert response here</i>	
C/D/E	<i>insert response here</i>	
<b>9.7</b>	For the service to provide the ability for a user to record appointment types a member of staff has been trained to handle	
A	<i>insert response here</i>	
B	<i>insert response here</i>	
C/D/E	<i>insert response here</i>	
<b>9.8</b>	For the service to allow the availability of a member of staff with a calendar to be created and stored	<p><b>Example:</b></p> <p><b>Staff Member 1 W/C 3rd Jan :</b>  Mon 9am - 5pm  Tues 9am - 5pm  Wed 10am - 6pm  Thur 8am - 3pm  Fri 8am - 3pm</p> <p><b>Staff Member 1 W/C 10th Jan:</b>  Mon 9am - 5pm  Tues 9am - 5pm  Wed 10am - 6pm  Thur 8am - 3pm  Fri 8am - 3pm</p>

A	<i>insert response here</i>	
B	<i>insert response here</i>	
C/D/E	<i>insert response here</i>	
9.9	For the service to allow a member of staffs availability to be applied to future weeks on a repeating pattern basis	<p><b>Example:</b></p> <p><b>Staff Member 1 W/C 3rd Jan :</b>  Mon 9am - 5pm  Tues 8:30am - 5:30pm  Wed 8:30am - 5:30pm  Thur 8am - 3pm  Fri 8am - 3pm</p> <p>This is set to repeat every other week</p> <p><b>Staff Member 1 W/C 10th Jan:</b>  Mon 9am - 5pm  Tues 9am - 5pm  Wed 10am - 6pm  Thur 8am - 3pm  Fri 8am - 3pm</p> <p>This is set to repeat every other week</p>
A	<i>insert response here</i>	
B	<i>insert response here</i>	
C/D/E	<i>insert response here</i>	
9.10	For the service to allow the availability of a member of staff to be updated	
A	<i>insert response here</i>	
B	<i>insert response here</i>	

C/D/E	<a href="#">insert response here</a>	
9.11	For the service to allow the availability of a member of staff to be deleted	
A	<a href="#">insert response here</a>	
B	<a href="#">insert response here</a>	
C/D/E	<a href="#">insert response here</a>	
9.12	For the service to allow a member of staff to have a calendar in more than one location. In each of these calendars, the members of staff availability in that location will be specified.	<b>Example:</b>  <b>Staff Member 1 - W/C 3rd Jan - JobCentre 1</b> Mon - 9am - 5pm Tues - 2pm - 5pm <b>Staff Member 1 - W/C 3rd Jan - JobCentre 2</b> Tues – (JobCentre 2) 9am - 1pm
A	<a href="#">insert response here</a>	
B	<a href="#">insert response here</a>	
C/D/E	<a href="#">insert response here</a>	
9.13	Where a member of staff has more than one calendar, for the service to ensure that any appointment booked in one calendar is automatically blocked off in all other calendars for that member of staff	
A	<a href="#">insert response here</a>	
B	<a href="#">insert response here</a>	
C/D/E	<a href="#">insert response here</a>	
9.14	For the service to allow the availability of a member of staff to be set for a minimum period of up to 12 months in advance of today	
A	<a href="#">insert response here</a>	

B	<i>insert response here</i>	
C/D/E	<i>insert response here</i>	
9.15	For the service to record non available time in a staff members calendar. This is time within their working day when they are unavailable.	
A	<i>insert response here</i>	
B	<i>insert response here</i>	
C/D/E	<i>insert response here</i>	
9.16	For the service to allow the non-available time to be updated	
A	<i>insert response here</i>	
B	<i>insert response here</i>	
C/D/E	<i>insert response here</i>	
9.17	For the service to allow the non-available time to be deleted	
A	<i>insert response here</i>	
B	<i>insert response here</i>	
C/D/E	<i>insert response here</i>	
9.18	For service to allow the non-available time to be categorised	<b>Example Non available time categories:</b> Holidays Training Team meetings Breaks
A	<i>insert response here</i>	
B	<i>insert response here</i>	
C/D/E	<i>insert response here</i>	



<b>9.19</b>	For the service to allow categories for non-available time to be created and maintained	
A	<a href="#">insert response here</a>	
B	<a href="#">insert response here</a>	
C/D/E	<a href="#">insert response here</a>	
<b>9.20</b>	For the service to make it mandatory to specify a category for "non-available" time	
A	<a href="#">insert response here</a>	
B	<a href="#">insert response here</a>	
C/D/E	<a href="#">insert response here</a>	
<b>9.21</b>	For the service to allow multiple people within a single location to be selected and their calendars blocked.	<b>Example:</b>  JobCentre 1: Block 1 hour in the following work coaches calendars for a team meeting Work Coach 1 Work Coach 4 Work Coach 20
A	<a href="#">insert response here</a>	
B	<a href="#">insert response here</a>	
C/D/E	<a href="#">insert response here</a>	
<b>9.22</b>	For the service to allow a member of staff to view their own calendar. The calendar will show working hours, appointments, location of appointments, non-available times	
A	<a href="#">insert response here</a>	
B	<a href="#">insert response here</a>	
C/D/E	<a href="#">insert response here</a>	

<b>9.23</b> ***	Where a member of staff has more than one calendar, for the service to ensure that a single view will be shown, combining all appointments, location of appointments, non-available times, working hours	
A	<a href="#">insert response here</a>	
B	<a href="#">insert response here</a>	
C/D/E	<a href="#">insert response here</a>	
<b>9.24</b>	For the service to allow one or more staff members calendars to be viewed within the same location	<b>Example:</b> JobCentre 1: Calendar for Work Coach 1 Calendar for Work Coach 3
A	<a href="#">insert response here</a>	
B	<a href="#">insert response here</a>	
C/D/E	<a href="#">insert response here</a>	
<b>9.25</b>	For the service to allow a member of staff to be marked as inactive - i.e. Their account is locked and they cannot login, no appointments can be booked into the calendar	
A	<a href="#">insert response here</a>	
B	<a href="#">insert response here</a>	
C/D/E	<a href="#">insert response here</a>	
<b>9.26</b>	For the service to allow staff availability to be automatically uploaded from an external system	
A	<a href="#">insert response here</a>	
B	<a href="#">insert response here</a>	
C/D/E	<a href="#">insert response here</a>	
<b>10</b>	<b>Team Configuration</b>	
<b>10.1</b>	For the service to allow a team to be created within a location or across locations	Attributes: - Team Name

A	<i>insert response here</i>	
B	<i>insert response here</i>	
C/D/E	<i>insert response here</i>	
10.2	For the service to allow one or more calendars to be added to the team.	
A	<i>insert response here</i>	
B	<i>insert response here</i>	
C/D/E	<i>insert response here</i>	
10.3	For the service to allow a team and their calendars to be viewed and appointments updated subject to agreed permissions	
A	<i>insert response here</i>	
B	<i>insert response here</i>	
C/D/E	<i>insert response here</i>	
10.4	For the service to allow the team to be updated	
A	<i>insert response here</i>	
B	<i>insert response here</i>	
C/D/E	<i>insert response here</i>	
10.5	For the service to allow the team to be deleted	
A	<i>insert response here</i>	
B	<i>insert response here</i>	
C/D/E	<i>insert response here</i>	
11	Claimant Configuration	
11.1	For the service to allow new claimants to be created. Besides the attributes identified, no other attributes about a claimant can be captured or stored. The service will prevent entry of any other attributes	Attributes: - Name (first and Last - Mandatory) - URL (Mandatory) - JobCentre

		URL is ambiguous and not identifying in anyway.  The URL is a link back into UCFS and is the Agents View of a Claimant. Only authorised people would be able to successfully access the link
A	insert response here	
B	insert response here	
C/D/E	insert response here	
11.2	For the service to allow a claimant record to be deleted	
A	insert response here	
B	insert response here	
C/D/E	insert response here	
11.3	For the service to allow the claimant record to be updated	
A	insert response here	
B	insert response here	
C/D/E	insert response here	
12	Citizen Configuration	
12.1	For the service to allow new citizen to be created. Besides the attributes identified, no other attributes about a citizen can be captured or stored. The service will prevent entry of any other attributes	Attributes: - Name (first and Last - Mandatory)
A	insert response here	
B	insert response here	
C/D/E	insert response here	
12.2	For the service to allow a citizen record to be deleted	
A	insert response here	
B	insert response here	

C/D/E	insert response here	
12.3	For the service to allow the citizen record to be updated	
A	insert response here	
B	insert response here	
C/D/E	insert response here	
12.4	For the service to allow a citizen to be converted to a claimant	
A	insert response here	
B	insert response here	
C/D/E	insert response here	
13	Reporting	
13.1	For the service to provide the ability to extract all appointment data in a format that can be easily consumed into DWP data warehouse / data lake	MI is expected to be provided by internal reporting system
A	insert response here	
B	insert response here	
C/D/E	insert response here	
14	General Configuration	
14.1	For the service to optimise availability to reduce "dead" time in the members of staff's calendar	<b>Example:</b> <ul style="list-style-type: none"><li>- Load balance meetings across available agents in the selected location where no work coach is specified</li><li>- Within a one hour slot, don't offer to put a 10 min appointment in the middle of the one hour slot</li></ul>
A	insert response here	
B	insert response here	
C/D/E	insert response here	

14.2	For the service to prevent any email / SMS or other communication to Claimants and citizens	
A	<i>insert response here</i>	
B	<i>insert response here</i>	
C/D/E	<i>insert response here</i>	
14.3	For the service to allow notifications to staff to be enabled / disabled	
A	<i>insert response here</i>	
B	<i>insert response here</i>	
C/D/E	<i>insert response here</i>	
14.4	For the service to allow the reserved time to be configurable	
A	<i>insert response here</i>	
B	<i>insert response here</i>	
C/D/E	<i>insert response here</i>	

## Non-Functional Requirements

For the Non-Functional Requirements, you are required to provide a response in the boxes below each individual requirement.

All Non-Functional Requirements have been given a reference number and weighting. Weightings can be found in the Evaluation Criteria and Scoring Matrix document within the ITT pack.

Your response **must**:

- be written clearly, in English, using size 12 Arial font
- not exceed more than 500 words for each individual requirement. The 500 word limit refers to the total words used in responses to sections A-D combined.
- cover section A listed below, and B/C/D as appropriate:

**A.** Please indicate your ability to meet the stated Non-Functional Requirement using one of the following codes:

NF1: the Non-Functional Requirement can be fully met

NF2: the Non-Functional Requirement can be partially met and/or can be met by the 1<sup>st</sup> of December 2017

NF3: the Non-Functional Requirement cannot be met

- B.** Where you have indicated NF1, please explain and provide evidence as to how you meet the stated Non-Functional Requirement
- C.** Where you have indicated NF2, please explain and provide evidence as to what extent you are able to meet the stated Non-Functional Requirement and/or how the requirement can be met by the 1<sup>st</sup> of December 2017
- D.** Where you have indicated NF3, please explain why the required Non-Functional Requirement cannot be met

Ref	User Needs	Examples and clarifying points				
15	Service Availability					
15.1 ***	For the service uptime to be 99.90% 24 / 7 /365	This requirement is to support claimants' ability to book their own appointments.				
A	insert response here					
B/C/D	insert response here					
16	Support / Incident SLAs					
16.1 ***	For the service to be supported 24 / 7 / 365 for Severity 1 Incidents, including the provision of online, e-mail and telephone support on a 24 / 7 / 365 basis and a clear escalation process	Priority 1 issues are defined as an agent or claimant unable to create / update an appointment due to the service being unavailable				
A	insert response here					
B/C/D	insert response here					
16.2	For the service to be supported 07:00 - 21:00 UK Hours for Severity 2, 3 and 4 Incidents	DWP Agent hours are: Mon – Fri 07:00 – 21:00 and Sat – Sun 07:00 – 18:00				
A	insert response here					
B/C/D	insert response here					
16.3	For the supplier to be able to provide Service Incident response and resolution times based on the following table:					
	<table><tr><th>Description, Response &amp; Resolution/Fix times</th><th>Definition</th></tr><tr><td>Severity 1 Service Incident: Major Response within 15 minutes of the incident being assigned, updates at 30 minute intervals.</td><td>A major disruption to the system operability or functionality, server crash or total system failure affecting all users, a business critical function, all core components and/or being public facing. This could represent the loss of ability to run business critical reports, functions or processes, or an</td></tr></table>		Description, Response & Resolution/Fix times	Definition	Severity 1 Service Incident: Major Response within 15 minutes of the incident being assigned, updates at 30 minute intervals.	A major disruption to the system operability or functionality, server crash or total system failure affecting all users, a business critical function, all core components and/or being public facing. This could represent the loss of ability to run business critical reports, functions or processes, or an
Description, Response & Resolution/Fix times	Definition					
Severity 1 Service Incident: Major Response within 15 minutes of the incident being assigned, updates at 30 minute intervals.	A major disruption to the system operability or functionality, server crash or total system failure affecting all users, a business critical function, all core components and/or being public facing. This could represent the loss of ability to run business critical reports, functions or processes, or an					



	Resolved/fixed within 2 hours of the incident being reported.	agent or claimant being unable to create / update an appointment due to the service being unavailable.
	<b>Severity 2 Service Incident: Critical</b> Response within 30 minutes of the incident being assigned, updates at 1 hour intervals.  Resolved/fixed within 7 hours of the incident being reported.	A severe disruption to the system operability or functionality affecting multiple users, singular core components or affecting public facing systems. Whilst being unable to carry out critical business functions, it may not make the whole system unusable.
	<b>Severity 3 Service Incident: Functional</b> Response within 4 hours of the incident being assigned, updates at 4 hour intervals.  Resolved/fixed within 24 hours of the incident being reported.	A disruption in system operability or functionality that causes some business impact and disruption but does not impact the entire system. This could include multiple users being unable to access the application, access data records or run reports.
	<b>Severity 4 Service Incident: Routine</b> Response within 7 hours of the incident being assigned, updates at 12 hour intervals. Resolved within 72 hours of the incident being reported.	Routine programming/configuration issues relating to functionality or operability and/or routine issues, errors or bugs affecting the system. This could also include cosmetic changes to the system which have no impact on usability and cause very little business impact as a suitable work-around is in place.
A	<i>insert response here</i>	
B/C/D	<i>insert response here</i>	
16.4	For overall service availability to be improved by reducing the time taken to resolve incidents	For each Severity Incident, the mean time to resolve incidents reported against each Severity Incident is to demonstrate a reduction in resolution times each year from a baseline taken from the 1 <sup>st</sup> year of the contract.

A	<a href="#">insert response here</a>	
B/C/D	<a href="#">insert response here</a>	
16.5	<p>Within 5 working days of the end of each calendar month, provide a monthly Performance Monitoring Report that demonstrates the required Performance Levels for the Appointment Booking System are being met.</p> <p>As a minimum, the report will include detailed performance information on:</p> <ul style="list-style-type: none"> <li>- Service Availability</li> <li>- Supplier System Response Times (API response times and own pages)</li> <li>- Fix Times for Service Incidents</li> <li>- Reporting of Security Incidents</li> <li>- Summary of all incidents, outages and root cause analysis</li> <li>- Details of any Service Credits due to the Authority where appropriate</li> </ul>	
A	<a href="#">insert response here</a>	
B/C/D	<a href="#">insert response here</a>	
16.6	Security incidents related to the service to be reported to DWP within 24 hours of identification	
A	<a href="#">insert response here</a>	
B/C/D	<a href="#">insert response here</a>	
16.7	For the supplier to ensure that incident records are complete and up to date at all times, and can be provided to the Authority upon request	
A	<a href="#">insert response here</a>	
B/C/D	<a href="#">insert response here</a>	

<b>16.8</b>	For the supplier to provide a change request and change management process, which is fully documented and provides a mechanism for responding to the Authority's request for changes and creating a fully-documented Statement of Work (SoW)	
A	<a href="#">insert response here</a>	
B/C/D	<a href="#">insert response here</a>	
<b>16.9</b>	For the supplier to use TechNow for Incident Management of issues raised by DWP	
A	<a href="#">insert response here</a>	
B/C/D	<a href="#">insert response here</a>	
<b>16.10</b>	For the supplier to provide root cause analysis reports within 5 days of resolving the incident	
A	<a href="#">insert response here</a>	
B/C/D	<a href="#">insert response here</a>	
<b>16.11</b>	For the supplier to perform trend analysis on incidents assigned to them. Trend analysis to inform service improvements	
A	<a href="#">insert response here</a>	
B/C/D	<a href="#">insert response here</a>	
<b>17</b>	<b>Monitoring</b>	
<b>17.1</b>	For the service to be actively monitored 24 / 7 / 365.	
A	<a href="#">insert response here</a>	
B/C/D	<a href="#">insert response here</a>	
<b>17.2</b>	For the service to automatically generate alerts to DWP in the event the system is unavailable or degrading	
A	<a href="#">insert response here</a>	
B/C/D	<a href="#">insert response here</a>	

17.3	For the service to provide a Dashboard, accessible to DWP to allow DWP to view the system performance	
A	<a href="#">insert response here</a>	
B/C/D	<a href="#">insert response here</a>	
17.4	For the service to provide an API Endpoint that will allow DWP to integrate service monitoring into DWP internal dashboards / monitoring	
A	<a href="#">insert response here</a>	
B/C/D	<a href="#">insert response here</a>	
17.5	For the service to be actively security monitored 24 / 7 / 365. The service will alert on any security incidents	
A	<a href="#">insert response here</a>	
B/C/D	<a href="#">insert response here</a>	
18	<b>Service Recovery</b>	
18.1	For the service to have disaster recovery plans describing how the system will be restored within 15 minutes	
A	<a href="#">insert response here</a>	
B/C/D	<a href="#">insert response here</a>	
18.2	For the supplier to ensure that data will be up to date and in a consistent state	
A	<a href="#">insert response here</a>	
B/C/D	<a href="#">insert response here</a>	
18.3	The service must secure data at rest and be documented within the scope of ISO27001	
A	<a href="#">insert response here</a>	
B/C/D	<a href="#">insert response here</a>	
19	<b>Service Performance</b>	
19.1	For the service to have a maximum response time of 2.5 seconds for the	<b>Metrics:</b>

	Service's own pages, 99.00% of the time. The timing is at the Supplier's platform boundaries.	Please refer to metrics in the Requirements Summary section of this document.
A	<a href="#">insert response here</a>	
B/C/D	<a href="#">insert response here</a>	
19.2	For the service APIs to provide response times of < 500ms, 99.00% of the time. The timing is at the Supplier's platform boundaries.	<p><b>Use Case:</b> When booking an appointment for a new claimant, a search of all work coach's within a specified JobCentre will be made to find all possible available times.</p> <p><b>Use Case:</b> Work Coach Manager pulls up a list of all calendars for all of the people they look after.</p> <p><b>NOTE:</b> In both cases this could be up to 120 work coaches.</p> <p>These are the known heaviest requests and the expectation is a sub 500ms response</p>
A	<a href="#">insert response here</a>	
B/C/D	<a href="#">insert response here</a>	
19.3	For the service to be regularly volume and soak tested. Evidence is available to demonstrate the outcome from the most recent set of tests demonstrating the throughput possible	
A	<a href="#">insert response here</a>	
B/C/D	<a href="#">insert response here</a>	
19.4	For the service to have a documented scaling process. Documentation will state how the product scales across the different parts of the service (database, Web Server etc.).	
A	<a href="#">insert response here</a>	

B/C/D	<i>insert response here</i>	
<b>19.5</b>	For the service to be capable of handling approximately 13,500 concurrent users making booking appointments	
A	<i>insert response here</i>	
B/C/D	<i>insert response here</i>	
<b>20</b>	<b>Browser / Device Support</b>	
<b>20.1</b>	For the service to support access from the following Browsers: <ul style="list-style-type: none"> <li>- Safari</li> <li>- Chrome</li> <li>- Edge /IE</li> <li>- Firefox</li> <li>- Mobile / Tablet</li> </ul>	
A	<i>insert response here</i>	
B/C/D	<i>insert response here</i>	
<b>21</b>	<b>Upgrade and Version Support</b>	
<b>21.1</b>	For the service to have a documented upgrade process which the Supplier follows for each release	
A	<i>insert response here</i>	
B/C/D	<i>insert response here</i>	
<b>21.2</b>	For the service to have an upgrade path and process that can be handled outside of DWP hours with minimal downtime. The preference is for a zero downtime approach within Business Hours.	
A	<i>insert response here</i>	
B/C/D	<i>insert response here</i>	
<b>21.3</b>	For the service to provide backward compatibility across all APIs for all minor upgrade releases	
A	<i>insert response here</i>	

B/C/D	<i>insert response here</i>	
<b>21.4</b>	For the service to provide backward compatibility across all APIs for all major upgrade releases	
A	<i>insert response here</i>	
B/C/D	<i>insert response here</i>	
<b>21.5</b>	For the service to provide vulnerability management and ensure service is patched to DWP policy	This is currently based on the service being in receipt of on-going mainstream support whereby security patches are being released. The DWP policy is that Critical Vulnerability patches are to be remediated immediately (less than a week) whilst High Vulnerability patches to be remediated within 1 week of identification.
A	<i>insert response here</i>	
B/C/D	<i>insert response here</i>	
<b>21.6</b>	For the service to provide a minimum window of 6 months before forcing an API Upgrade or other forced change	
A	<i>insert response here</i>	
B/C/D	<i>insert response here</i>	
<b>22</b>	<b>Audit</b>	
<b>22.1</b>	For the service to audit every action that is taken, tracking <ul style="list-style-type: none"> <li>- Name of person taking action</li> <li>- Action taken</li> <li>- Time action taken using an industry standard format</li> </ul>	
A	<i>insert response here</i>	
B/C/D	<i>insert response here</i>	
<b>22.2</b>	For the service to provide and forward audit logs to DWP Strategic SOC	The level of audit provided will be commensurate to the service.

A	<i>insert response here</i>	
B/C/D	<i>insert response here</i>	
<b>23</b>	<b>Integration and API Support</b>	
<b>23.1</b>	For the service to expose all functionality via the service's APIs.	Although administrative functions will likely remain in the service and access by DWP staff, optionality is required to replace 100% of the appointment booking service UI via UCFS
A	<i>insert response here</i>	
B/C/D	<i>insert response here</i>	
<b>23.2</b>	For the service to be able to generate "push" notifications on events to allow UCFS to take action.	<b>Example Events:</b> <ul style="list-style-type: none"> <li>- New Booking created in the service</li> <li>- A booking is updated in the service</li> <li>- A booking is cancelled / deleted in the service</li> </ul>
A	<i>insert response here</i>	
B/C/D	<i>insert response here</i>	
<b>23.3</b>	For the service to provide a unique ID for main data and as a minimum: <ul style="list-style-type: none"> <li>- Every single appointment booking</li> <li>- Claimant record</li> <li>- Member of staff</li> <li>- Appointment Type</li> <li>- Office Location</li> </ul>	
A	<i>insert response here</i>	
B/C/D	<i>insert response here</i>	
<b>23.4</b>	For the service to provide the ability for DWP data to be extracted on a regular basis (minimum daily) in a readable format (i.e. JSON, MySQL etc.) at any time	
A	<i>insert response here</i>	



B/C/D	<a href="#">insert response here</a>	
23.5	For the service to capture sufficient information in the transactional datastore to allow an appointment to be tracked : <ul style="list-style-type: none"> <li>- From the initial booking</li> <li>- Through any amendments and cancellations</li> <li>- From check-in (i.e. the claimant arriving at the JobCentre for their appointment)</li> <li>- To the time the appointment started</li> <li>- Ending with the time the appointment ended</li> </ul>	
A	<a href="#">insert response here</a>	
B/C/D	<a href="#">insert response here</a>	
23.6	For the service to make the service logs available for ingesting into DWP data warehouse	
A	<a href="#">insert response here</a>	
B/C/D	<a href="#">insert response here</a>	
23.7	For the supplier to provide a detailed set of documentation or in person support that describes the data and how it is structured	The objective here is so that DWP can understand the data from a business perspective, what it means and how to consume the data so that it makes sense for subsequent reporting.
A	<a href="#">insert response here</a>	
B/C/D	<a href="#">insert response here</a>	
23.8	For the service to be developed using Open-source technology	
A	<a href="#">insert response here</a>	
B/C/D	<a href="#">insert response here</a>	
23.9	For the service to provide detailed API documentation, demonstrating how the API should be used and how it works	

A	<a href="#">insert response here</a>	
B/C/D	<a href="#">insert response here</a>	
23.10	For the service to be available as Software as a Service	
A	<a href="#">insert response here</a>	
B/C/D	<a href="#">insert response here</a>	
24	User Authentication	
24.1	The service will support claimant use of the service via APIs. Claimants will not have credentials to access the service and will use a generic set of credentials	
A	<a href="#">insert response here</a>	
B/C/D	<a href="#">insert response here</a>	
24.2	For the service to provide a Single Sign On capability. A member of staff will login into the UCFS service using the DWP credentials. There will be no need for re-entering their credentials to log into the Appointment Booking Service	
A	<a href="#">insert response here</a>	
B/C/D	<a href="#">insert response here</a>	
25	Archiving & Retention	
25.1	The service must comply with Data Protection Act/General Data Protection Regulation (GDPR) and DWP Data Retention Policy	DWP Data Retention Policy will be provided
A	<a href="#">insert response here</a>	
B/C/D	<a href="#">insert response here</a>	
26	Security	
26.1	The supplier must complete and upload the Annex L - Draft Security Management Plan document which meets the requirements of Schedule 2.4 of the Model Services Contract (Security Management).	
A	<a href="#">Not applicable</a>	
B/C/D	<a href="#">Not applicable</a>	

<b>26.2</b>	The service must only allow authorised personnel have access to the live environment and underlying data	
A	<i><a href="#">insert response here</a></i>	
B/C/D	<i><a href="#">insert response here</a></i>	
<b>26.3</b> ***	The service must be subject to regular internal audits of the Information Security Management System (ISMS)	
A	<i><a href="#">insert response here</a></i>	
B/C/D	<i><a href="#">insert response here</a></i>	
<b>26.4</b> ***	The service must be able to demonstrate compliance with the requirements of HMG Cloud Security Principles	The HMG Cloud Security Principles can be read at: <a href="https://www.gov.uk/government/publications/cloud-service-security-principles/cloud-service-security-principles">https://www.gov.uk/government/publications/cloud-service-security-principles/cloud-service-security-principles</a>
A	<i><a href="#">insert response here</a></i>	
B/C/D	<i><a href="#">insert response here</a></i>	
<b>26.5</b> ***	The service must be able to demonstrate compliance with the requirements of the Cyber Essentials Scheme	The Cyber Essentials Scheme can be read at: <a href="https://www.gov.uk/government/publications/cyber-essentials-scheme-overview">https://www.gov.uk/government/publications/cyber-essentials-scheme-overview</a>
A	<i><a href="#">insert response here</a></i>	
B/C/D	<i><a href="#">insert response here</a></i>	
<b>26.6</b>	The service must support DWP Enterprise Security and Risk Management process	This could also be sharing any residual risks and output from ISO27001 audits.
A	<i><a href="#">insert response here</a></i>	
B/C/D	<i><a href="#">insert response here</a></i>	

<b>26.7</b>	The service must be subject to external CHECK IT Health Check	This would be required for Public Sector Network compliance, and therefore reports and any remediation plans would be required annually (including pen testing)
A	<i>insert response here</i>	
B/C/D	<i>insert response here</i>	
<b>26.8</b>	The supplier must ensure all data is securely held in a datacentre / location(s) based in United Kingdom	EU based will require additional governance and Support from DWP
A	<i>insert response here</i>	
B/C/D	<i>insert response here</i>	
<b>26.9</b>	The supplier must demonstrate how they will take appropriate steps to identify their cyber risk, show they understand and can manage the threats in their supply chains; show they have appropriate governance structure in place to react quickly to any event, and have a nominated contact point for cyber security.	
A	<i>insert response here</i>	
B/C/D	<i>insert response here</i>	
<b>27</b>	<b>Usability / Accessibility</b>	
<b>27.1</b>	<p>The end to end solution must meet level A and AA of the Web Content Accessibility Guidelines Version 2</p> <p>All product UI that are visible to the end user, excluding the core booking journey and calendar views need to meet these standards.</p> <p>NOTE: The appointment booking and Calendar view activities will be integrated into the Universal Credit service and hence will only be visible via Universal Credit UI</p>	This includes: Admin and reporting functionality, all inputs and outputs, all learning and guidance, and communications.

A	<i>insert response here</i>	
B/C/D	<i>insert response here</i>	
<b>27.2</b>	The end to end solution must be compatible with the assistive technologies used across DWP	<p>This includes: Admin and reporting functionality, all inputs and outputs, all learning and guidance, and communications.</p> <p>Currently testing is required with the versions of JAWS, Dragon, Read and Write Gold, and Zoomtext (both magnification and screen reader functionality) presently in use in the Department. (Version numbers are available on request.)</p>
A	<i>insert response here</i>	
B/C/D	<i>insert response here</i>	
<b>28</b>	<b>Access Permissions and Constraints</b>	
<b>28.1</b>	The service must provide role based access	
A	<i>insert response here</i>	
B/C/D	<i>insert response here</i>	
<b>29</b>	<b>Future Service development</b>	
<b>29.1</b>	The supplier must have a process for accepting requests from clients for new requirements that will be considered for inclusion in the development / roadmap of the service	
A	<i>insert response here</i>	
B/C/D	<i>insert response here</i>	
<b>29.2</b>	The supplier must have a process for providing customised requirements to DWP if the requirement is not deemed a stand a core requirement	
A	<i>insert response here</i>	
B/C/D	<i>insert response here</i>	

<b>30</b>	<b>QA Testing</b>	
<b>30.1</b>	The service must be regularly tested, using automated testing tools, against a series of Browsers	
A	<a href="#">insert response here</a>	
B/C/D	<a href="#">insert response here</a>	
<b>30.2</b>	The service must be tested as part of the regular development process using automated testing tools	
A	<a href="#">insert response here</a>	
B/C/D	<a href="#">insert response here</a>	
<b>31</b>	<b>Implementation</b>	
<b>31.1</b>	<p>For the required Implementation Plan at Schedule 6.1 of the Model Services Contract, the supplier must explain how their proposed methodology and approach will ensure the successful implementation of the appointment booking system. The response should include, but not be limited to:</p> <ul style="list-style-type: none"> <li>- Expected milestones such as design, documentation, testing, training, and acceptance</li> <li>- Working in collaboration with DWP</li> <li>- Project management, including progress updates and reports to DWP</li> <li>- Stakeholder management and meetings</li> <li>- Management of costs and resources in line with the Pricing Proposal</li> <li>- Working with DWP to ensure that all data from the current appointment booking system is migrated successfully onto the new system</li> </ul>	
A	<a href="#">insert response here</a>	
B/C/D	<a href="#">insert response here</a>	
<b>31.2</b>	The supplier must provide detailed, clear training materials and deliver training where required by DWP prior to the testing and roll out of the	

	<p>service.</p> <p>Training and any materials must be:</p> <ul style="list-style-type: none"> <li>- Inclusive of the full range of system functionality</li> <li>- Tailored to different user groups</li> <li>- Available on-site, online or hard copy as required</li> <li>- Available to any new users during the lifetime of the contract</li> <li>- Updated if and when the system and/or processes change</li> </ul>	
A	<i>insert response here</i>	
B/C/D	<i>insert response here</i>	
<b>31.3</b>	Please provide details of your proposed project management/implementation team resources for the contract, including a nominated project manager	
A	<i>insert response here</i>	
B/C/D	<i>insert response here</i>	

## **Appendix 1 – List of abbreviations**

API – Application Programme Interface

CCS – Crown Commercial Service

CSF – Critical Success Factor

DWP – Department for Work and Pensions

EU – European Union

FED – Fraud Error and Debt

FTA – Failure to Attend

ITT – Invitation to Tender

KPI – Key Performance Indicator

NISSA – Northern Ireland Social Security Agency

OJEU - Official Journal of the European

PIN – Prior Information Notice

PIP – Personal Independence Payments

SBRI – Small Business Research Initiative

SLA – Service Level Agreement

SoW – Statement of Works

SME – Small and Medium-sized Enterprise

TUPE – Transfer of Undertakings (Protection of Employment)

UC – Universal Credit

VAT – Value Added Tax



## Appendix 2 – Sources of additional information

- Data Protection Act 1998: <http://www.legislation.gov.uk/ukpga/1998/29/enacted>
- DWP:  
<https://www.gov.uk/government/organisations/department-for-work-pensions>
- DWP Policy Publications:  
[https://www.gov.uk/government/publications?keywords=&publication\\_filter\\_option=policy-papers&topics\[\]=all&departments\[\]=department-for-work-pensions&official\\_document\\_status=all&world\\_locations\[\]=all&from\\_date=&to\\_date=](https://www.gov.uk/government/publications?keywords=&publication_filter_option=policy-papers&topics[]=all&departments[]=department-for-work-pensions&official_document_status=all&world_locations[]=all&from_date=&to_date=)
- DWP Publications:  
[https://www.gov.uk/government/publications?departments\[\]=department-for-work-pensions](https://www.gov.uk/government/publications?departments[]=department-for-work-pensions)
- Office of public sector information – UK legislation:  
<http://www.opsi.gov.uk/legislation/uk.htm>
- Office for National Statistics:  
[www.statistics.gov.uk](http://www.statistics.gov.uk) or [www.ons.gov.uk](http://www.ons.gov.uk)
- Procurement at DWP:  
<https://www.gov.uk/government/organisations/department-for-work-pensions/about/procurement>
- The Transfer of Undertakings (Protection of Employment) Regulations 2006:  
<http://www.opsi.gov.uk/si/si2006/20060246.htm>
- Universal Credit: <https://www.gov.uk/universal-credit>

## Appendix 3 – DWP Sustainable Procurement Awareness Sheet

For all existing and potential DWP suppliers

For more information on sustainable procurement in DWP please contact Stuart Wiltshire at:  
stuart.wiltshire@dpw.gsi.gov.uk

### Why is sustainable procurement important to DWP?

DWP, along with the rest of Government, must ensure that sustainability issues are considered throughout all operations and activities, including procurement. DWP are fully committed to the sustainability agenda and have a good track record on sustainable procurement and wider sustainable development.

There are a number of key sustainable procurement drivers that our suppliers need to be aware of. These include:

#### **Greening Government Commitments (GGC)**

The Greening Government Commitments 2020 came into force on 1<sup>st</sup> April 2016 and replace the [previous GGC targets which ran until 2015](#). These **mandatory** targets are for central government departments and their agencies to reduce waste, water usage and carbon emissions by 2020.

The GGC contains **5 mandatory operations**, procurement and reporting related targets which are:

- 1) Reduce greenhouse gas emissions by at least 31% across central Government from a 2009/10 baseline, in line with individual departmental targets.
- 2) Continue to improve waste management through all levels of the waste hierarchy so that we:
  - reduce the amount of waste generated by at least 25% from a 2009/10 baseline, and strive to reduce it further;
  - recycle or compost at least 70% of waste, and;
  - landfill less than 10% of waste;
- 3) Continue to further reduce water consumption (with each department continuing to improve on reductions they had made by 2014/15);
- 4) The Government will continue to pursue public procurement practices that are sustainable, so that the government buys more sustainable and efficient products and services with the aim of achieving the best long-term, overall value for money for society;  
Which means DWP will report on the systems they have in place and the action taken to support this commitment, including:
  - to embed compliance with the Government Buying Standards in departmental and centralised procurement contracts, within the context of government's overarching priorities of value for money and streamlining procurement processes and;
  - to understand and reduce supply chain impacts and risks;
- 5) Departments will be open and transparent by reporting publicly on the steps they are taking to address the following areas: Climate change adaptation; Biodiversity and the natural environment; Procurement of food and catering services; Sustainable construction, and on any other areas that departments consider to be most significant to their activities.

DWP recognise that commercial activities and decisions can have a significant impact on progress made towards all targets which is why potential sustainability impacts will be considered in each procurement exercise and existing contracts that DWP are involved in.

**Government Buying Standards (GBS)** GBS are minimum standards and best practice specifications for a range of commonly purchased products such as IT equipment, white goods, paper etc which are designed to make it easier for Government departments to consider sustainability issues when purchasing. The minimum standard specifications are **mandatory** for use. The best practice specifications are likely to become the minimum standard in the future. DWP aim to meet the best practice specifications wherever possible given our position as a recognised leader in sustainability in Government.

Suppliers should familiarise themselves with both GGC and GBS to see if they impact on the goods/services they provide/offer to DWP and wider Government.

**The Equality Act 2010** The majority of the Equality Act 2010 came into force on the 1<sup>st</sup> October 2010. The 2nd stage of the Act, the public sector Equality Duty, commenced on the 5th April 2011. The public sector Equality Duty is a duty on public bodies and others carrying out public functions. The aim is to embed equality considerations into the day to day work and functions of public authorities. Public procurement is classed as a public function under the general duty – this means that all DWP procurement, as well as all other public procurement, **must** consider equality aspects in order to comply with legislation.

Suppliers must familiarise themselves with equality legislation and recognise the responsibilities that DWP has as a public authority. Further information can be found at [www.equalities.gov.uk](http://www.equalities.gov.uk) and [www.equalityhumanrights.com](http://www.equalityhumanrights.com).

**Life Chances Through Procurement** DWP are supporting the governments 'Procurement for Growth' agenda by developing a policy which asks our procurement teams to collaborate with future & legacy suppliers, improving life chances for specific disadvantaged groups & promoting the Social Value agenda. DWP's Chief Commercial Officer sits on the cross government "Procurement for Growth & Enterprise" board.

**Supplier Diversity and use of SMEs in Supply Chain** DWP supports Small and Medium Enterprises (SMEs) and encourages all suppliers to do the same when developing their supply chains.

DWP recognises the important role SMEs have in helping to deliver UK economic growth and prosperity. DWP is committed to supporting the government's target of 33% of spend with third party suppliers to go to SMEs, either directly or through the supply chain. In support of this, DWP is putting in place processes to promote greater engagement with SMEs and actively encourages its suppliers to make their sub-contracting opportunities accessible to smaller companies.

DWP have produced an **SME Action Plan** setting out key actions DWP are taking to meet the Government target. More information on SMEs can be found on [Gov.uk](http://Gov.uk)

**Departmental Aims and Objectives** DWP is a social and welfare focussed Department. Issues like tackling unemployment, diversity and equality and promoting jobs and skills development relate directly to our core business – therefore its key that we address the following agendas in all that we do, including our commercial activities.

- Understanding and tackling the root causes of poverty;
- Encouraging people to work and making work pay;
- Encouraging disabled people and those with ill health work and be independent;
- Providing a decent income for people of pension age and promoting saving for retirement.

## What can suppliers expect when contracting with DWP?

DWP expects suppliers to recognise the sustainability principles, drivers and targets that exist, both in the Department and more widely across Government.

Suppliers who contract with DWP can expect:

- Sustainability considerations in specifications, pre qualification and invitation to tender documents
- Where sustainability aspects/risks are present and core requirements of a contract - its likely there will be sustainability specific key performance indicators and targets for suppliers
- Specific contract performance requirements, around Sustainable Development and Social Values, to be delivered within 6 months after the contract start date and annually thereafter.
- Work with DWP on sustainability issues throughout the lifetime of a contract – the aim is 'continuous improvement' in sustainability
- Sustainability to be on the agenda at contract review/performance meetings held between DWP and suppliers