**Request for Proposal (RFP)**

DS01-254

Ministry of Justice PPCMS Discovery Phase

CUSTOMER REQUIREMENTS

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# WHATS INCLUDED WITHIN THIS RFP

Appendix A – Customer Requirements (this document)

Appendix B – Pricing Matrix (template to be completed)

Appendix C – Award Questionnaire (template to be completed)

Appendix D – Order Form and Call-Off Contract (Customer specific)

# OVERVIEW

|  |  |
| --- | --- |
| CCS Project Lead: | Amy Retallack |
| Customer:  | Ministry of Justice (MOJ) |
| Delivery Location: | MOJ HQ, 102 Petty France, Westminster, London |
| Phase(s):  | Discovery |
| Project:  | DS01- 254 |
| Required Capabilities: | Include:[x]  Product Development and Service Design[x]  Agile Delivery Management[x] User Research |
| Contract Charging Mechanism (Discovery Phase): | Time and Materials |
| RFP Start Date:  | 28/05/2015 |
| RFP Response Deadline | 10/06/2015 |
| Proposed length of phase:  | 10 weeks |
| Proposed Commencement Date of Project: | 22/06/2015 |

# LOTTING STRUCTURE

## The Customer has structured this procurement as follows:

|  |  |
| --- | --- |
| **Single Lot**  | Product Development and Service Design (Business Analyst)Agile Delivery Management (Business Analyst)User Research |

# KEY DELIVERY DATES

We are looking to procure services for the discovery phase of our project. We propose the start date to be the 22nd June 2015 and a proposed completion date by the 28th August 2015.

|  |  |  |
| --- | --- | --- |
| PROJECT PHASES | START DATE | COMPLETION DATE |
| Discovery | 22nd June 2015 | 28th August 2015 |

# TIMESCALES

The Customer or CCS may change this timetable at any time. The Potential Provider will be informed by email if there are any changes to this timetable.

## It is the Potential Provider’s responsibility to monitor the online messaging facility (e-Sourcing).

**DATE**

**WHO**

**ACTIVITY**

28/05/2015

CCS

**Publish RFP to Potential Providers**

Clarification period starts

01/06/2015

CCS, Customer

& Potential

Providers

**Live Clarification Webinar 11:00**

Invite to webinar will be issued via the CCS eSourcing Suite. All questions and

responses will be published via eSourcing Suite.

02/06/2015

Potential

Providers

**Clarification Question period closes**

Please submit all clarification questions by 23:59hrs

03/06/2015

CCS

**Clarification Response period closes**

Responses to all Clarification questions will be published via e-Sourcing

10/06/2015

Potential

Providers

**Submission Deadline**

Potential Provider must upload submission to the Authority via eSourcing suite

by 12:00noon

17/06/2015

**Award Notification**

22/06/2015

**Expected "Commencement Date" for Call-Off Contract/s**

#

# TERMS AND CONDITIONS

Please note that Customer specific Terms and Conditions apply to this agreement. Please refer to the Call-Off Agreement for further information.

#

## CURRENT SITUATION / BACKGROUND INFORMATION

The Offender Management and Public Protection Group (OMPPG), which includes a casework section focused on Mental Health, and the Parole Board jointly own an application called the Public Protection Case Management System (PPCMS) (formerly known as PPUD). OMPPG is part of the National Offender Management Service (NOMS), whilst the Parole Board is an independent body.

PPCMS is currently used to track offenders serving life sentences, determinate and indeterminate sentences for public protection reasons, recalled offenders and offenders who are restricted patients. PPCMS provides case management and document repository capabilities.

PPCMS has a current user-base of 2,000+, which includes the following user groups:

* OMPPG Public Protection Casework Section
* OMPPG Mental Health Casework Section
* OMPPG Dangerous Offenders Section
* Parole Board
* Prison Staff (albeit with limited functionality at present)
* Probation Service Caseworkers
* Immigration & Enforcement Caseworkers (view only access)

PPCMS currently holds record for 130,000 offenders, 50,000 of which are undergoing active reviews. All of these (130,000) will need to be migrated to a new system.

Previously, OMPPG and Parole Board completed a pre-discovery exercise to inform the outline business case. Once the business case had received provisional approval we now wish to conduct the discovery phase in line with GDS guidance.

The artifacts from the previous exercise include, user stories and business processes. These require additional study and revision to ensure they are defined on what the business need to do.

Additional artifacts required during discovery are, definition of the service landscape and an understanding of the solution/prototypes options might look like before finalising the FBC and what the delivery will look like.

A small team will be required to deliver the discovery outcomes and deliverables. It is not anticipated this phase will take longer than ten weeks.

The suppliers proposed team structure should be suited to the discovery task. The information provided should include details of the roles, skills, experience and capabilities to meet the requirement, and should include how the supplier team will integrate and interplay with the customer/and other supplier team members to create an effective single delivery team

**Current artifacts**

* User stories have been defined at a high-level previously. These need to be revisited
* High-level business process were mapped during pre-discovery

## Current Technologies and Languages

There is no requirement to integrate with the legacy systems. The discovery phase is required to define the requirements and deliverables for a replacement system.

## REQUIRED OUTCOMES

The discovery exercise should start by the 22nd June 2015 and finish by 28th August 2015.

The supplier will be expected to define the specific user and stakeholder requirements taken from the research and analysis, identify the technical options and preceding phases. These will be consistent with the Award Questionnaire and evaluation criteria comprising Appendix C of the RFP.

The outcomes to be included will be:

* Business outcomes: Outline specification, proposed functionality, story cards
* User Needs of different stakeholders and users, business process mapping
* Functional & non-functional requirements such as data integrity and accessibility
* Business Case: support revision of the FBC and development of the benefits case
* Technologies and Design Approach: define technical solution options/prototypes
* Delivery Plan: Define delivery plan for the next phases

## CURRENT ROLES AND RESPONSIBILITIES OF THE CUSTOMER

The team will be comprised of staff from Offender Management Public Protection Group, Parole Board and MoJ Technology.

* Account Manager (Acting Product Owner)
* Technical Architect

# CAPABILITIES AND ROLES REQUIRED

* Product Owner - User Researcher
* Delivery Manager - Business Analyst

|  |
| --- |
| Required Capabilities and Outcomes of the Supplier |
| **Capabilities** | **Outcomes** |
| **Product Development and Service Design** | The supplier should propose a team structure suitable for the discovery phase and provide details of roles, experience and capabilities relevant to the discovery. The SoW should also include how the supplier team will integrate and interplay with the customer and/or other supplier team members to create an effective single delivery team.Suppliers must have a proven track record of working within government and a digital services environment and must be well versed in the Digital by Default Service Standard.**Business Analyst**Support the User Researcher to define the required artifacts including user needs, story cards and business process mapping. Development of the functional and non-functional requirements. |
| **Agile Delivery Management** | Be accountable for the delivery and delivery plan, and plan for next phases. Ensure the business outcomes, such as the outline specification, proposed functionality and story cards are met, support the revision of the FBC and development of benefits case.Suppliers must have a proven track record of working within government and a digital services environment and must be well versed in the Digital by Default Service Standard.**Business Analyst**Support the User Researcher to define the required artifacts including user needs, story cards and business process mapping. Development of the functional and non-functional requirements. |
| **User Research** | Define the artifacts required including user needs, story cards and business process mapping. Development of the functional and non-functional requirements.Suppliers must have a proven track record of working within government and a digital services environment and must be well versed in the Digital by Default Service Standard. |

##

# EVALUATION STAGES, MINIMUM PASS MARKS & PRICE EVALUATION

## Evaluation Stages:

## This RFP will be evaluated with the following approach:

## Technical & Cultural evaluation

## Pricing evaluation

## Minimum Pass Marks:

## In order for Potential Providers to progress beyond the Short List stage of the process, they must achieve or exceed the Minimum Pass Mark, as defined in the Award Questionnaire, in the evaluation of the first stage.

|  |  |
| --- | --- |
| 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 Stage 2. |
| Stage 2: Pricing evaluation | Detailed below within the ‘Price Evaluation’ |

## Price Evaluation:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| The Potential Provider’s price mark for each Lot will be evaluated by comparing the Total Price offered against all other total prices submitted by other Potential Providers.The Potential Provider who offers the lowest Total Price for a Lot will achieve the maximum score for that Lot. Every Potential Provider will, for each Lot, be awarded a percentage of the maximum score on a reducing basis based on the following formula:

|  |  |
| --- | --- |
| **Lowest Price Submitted Per Lot** | **x 100** |
| **Potential Provider’s Price Per Lot** |
| **= % of the maximum score, rounded to 2 (two) decimal places.** |

The pricing score, following the price evaluation; will be added to the scores already recorded for Sections A and B of the Award Questionnaire (Appendix C) to arrive at a final total scoreFor the avoidance of doubt, depending on the results of the evaluation, the outcome of this procurement could consist of a single Potential Provider being awarded all Lots, or each individual Potential Providers each being awarded one of the Lots. |