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# EXPRESSION OF INTEREST (EOI)

# for Intranet User Research

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# Valuation Office Agency

## EXPRESSION OF INTEREST

We require information on your capability and capacity to provide the services detailed below.

Please advise if you are interested in bidding for this opportunity.

### EOI return date: COP Thursday 24 February

## BACKGROUND TO THE REQUIREMENT

### VOA overview:

The Valuation Office Agency (VOA) is an executive agency of her Majesty’s Revenue and Customs (HMRC). As the public sector’s property valuation experts, we provide valuations and property advice to the government and local authorities in England, Scotland and Wales to support taxation and targeted financial support for families and individuals. The VOA also provide property valuation and surveying services to public sector bodies.

### Key information about your requirement that a supplier may need to respond to:

The VOA is aiming to replace its current intranet and move to a new, modern and sustainable intranet technology platform in 2022.

As part of the new intranet project, the VOA will carry out a full content review including a rationalisation and analysis of the structure of content on the current intranet.

The VOA requires research carried out to:

* Understand the type of content currently stored on the intranet and how often they are accessed (gathered through a combination of interviews/meetings with colleagues and navigating the intranet).
* Understand the key tasks colleagues across all operational business areas use the intranet for and how they carry these out on the current intranet.
* Identify the top tasks colleagues complete on the intranet and how long, on average, it takes them to complete each task. This information will be gathered through interviewing/talking to colleagues as they complete the tasks.
* Understand through qualitative research with operational colleagues their experiences with using the current intranet to complete their key tasks and find information they need.

The VOA will provide the names of colleagues to participate in the research. The sample size will be around 20 colleagues from mixed operational business areas, including line managers and non-managers.

Expected timeline for undertaking the research: 4 to 5 weeks.

Research would ideally be complete by the end of March but must be complete by the end of April.

## EOI RESPONSE

Please confirm if you believe you have the capability to undertake this research.

Please confirm if you have the capacity to undertake this work within the timeframe outlined above.

## RIGHT TO CANCEL OR VARY THIS EOI

We reserve the right to: amend, clarify, or cancel any part of this EOI at any time.

## EOI CUSTOMER CONTACT

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