

Prior Information Notification (PIN)

PR 2019 113

Future Intranet Offer



**Crown
Prosecution
Service**

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1. Introduction

The Crown Prosecution Service (CPS) is currently seeking information from potential Suppliers active in the Marketplace in order to both qualify requirements and assess market supply opportunities for the provision of a revised intranet offer within the organisation.

CPS will seek to assess opportunities for implementing supply contracts for such products and services which will deliver tangible value for money and best in class whilst ensuring a compatible strategic fit. The Prior Information Notification (PIN) is classified as **pre-market engagement** and a formal tender (or alternate legally Public Contracts Regulations 2015 compliant route to market) will be used to identify the supplier that best meets our needs.

The Crown Prosecution Service (CPS) wants to engage with Suppliers in the market to understand what solutions are available, the suitability of these solutions to the organisation, and how these can be delivered internally. **Due to the rapidly evolving nature of the DDaT market, the CPS reserves the right to engage with respondents to this RFI on a one-to-one basis, to better understand the solutions available from the market.**

This Prior Information Notification (PIN) document summarises the requirement and requests feedback to be provided. This will aid the Authority to develop future requirements, inform future procurements, understand innovation as well as set an appropriate budget.

The CPS understands that Supplier time is incredibly valuable, and your input into this exercise is both welcomed and appreciated, though please note that the CPS is under no obligation to go out to the market following this exercise.

This document adheres to the [GCF Supplier Code of Conduct](#).

Following this exercise, the CPS may undertake further market engagement exercises to obtain and refine information.

1.1 Principles

The principles of this request for information are as follows:

Consistent Messaging to the Market

Dialogue with the market will be consistent and as open as is possible within the bounds of appropriate commercial confidentiality.

Honesty and Openness

Comments made will not be attributable, unless specifically agreed, and any/all discussions will work through possible options, however discussion does not imply that an option is preferred or will be implemented, as consultation is to shape the process.

Future Procurements

These discussions do not form a part, or any existing or future procurements and any feedback given during the discussions will have no influence on the participant's role or standing in any future procurements. Accordingly, we do not encourage any marketing type statements in the documentation or during discussions.

Confidentiality

All information submitted or communicated by Suppliers will be treated as confidential and only used to inform internal strategies, tactics, and document creation.

Inconsistencies and Omissions

Suppliers should promptly advise CPS in writing of any inconsistencies or omissions they find in the Engagement Materials or their submission responses.

1.2. Background: Crown Prosecution Service (CPS)

The CPS is responsible for prosecuting most cases heard in the criminal courts in England and Wales. It is led by the Director of Public Prosecutions and acts independently on criminal cases investigated by the police and other agencies.

We have more than 6,000 highly trained staff whose duty is to make sure the right person is prosecuted for the right offence, and that trials are fair so that offenders are brought to justice whenever possible. We are proud to be recognised as a leading employer, committed to supporting a diverse and inclusive workforce that reflects the community we serve.

The CPS:

- decides which cases should be prosecuted – every charging decision is based on the same two-stage test in the Code for Crown Prosecutors;
- determines the appropriate charges in more serious or complex cases, and advises the police during the early stages of investigations;
- prepares cases and presents them at court; and
- provides information, assistance and support to victims and prosecution witnesses.

How we are organised and operate

The CPS operates across England and Wales, with 14 regional teams prosecuting cases locally. Each of these 14 CPS Areas is headed by a Chief Crown Prosecutor (CCP) and works closely with local police forces and other criminal justice partners.

CPS Areas deal with a wide range of cases. The majority are less serious cases and are heard in the magistrates' courts, while the most serious cases are heard in the Crown Court. CPS Direct, with prosecutors based across England and Wales, provides charging decisions to police forces and other investigators 24 hours a day, 365 days a year.

There are also three Central Casework Divisions which deal with some of the most complex cases we prosecute. They work closely with specialist investigators from a range of organisations, including the National Crime Agency, HM Revenue and Customs and the Independent Police Complaints Commission, as well as with police forces across England and Wales.

Our Values

We will be independent and fair

We will prosecute independently, without bias and will seek to deliver justice in every case.

We will be honest and open

We will explain our decisions, set clear standards about the service the public can expect from us and be honest if we make a mistake.

We will treat everyone with respect

We will respect each other, our colleagues, and the public we serve, recognising that there are people behind every case.

We will behave professionally and strive for excellence

We will work as one team, always seeking new and better ways to deliver the best possible service for the public. We will be efficient and responsible with tax-payers' money.

Equality and Inclusion

The CPS commitment to inclusion and equality is at the heart of how we work, underpinned by The Equality Act 2010. It is important to us both as an employer and in the way we approach our responsibilities as a prosecuting authority. The two are closely linked – supporting a diverse workforce allows us to provide a better service to the public.

We also value the insight we get from engaging directly with the communities we serve, who provide welcome scrutiny of our work. This inclusive approach means that:

- Effective community engagement builds greater trust with the public, higher victim and witness satisfaction, and better-informed prosecution policy and practice

- The CPS has an inclusive culture, reflected in a diverse workforce, locally and nationally, and at all levels of the organisation
- By opening up the CPS and acting on input from diverse communities, we aim to inspire greater confidence in our work, in particular from witnesses and victims, resulting in improved prosecution outcomes.

2.0 Current Service Overview

The current CPS intranet is based on SharePoint Online. It makes use of SharePoint Managed Metadata to enable site users to select terms from a specific term set, held in a Term Store, which are words and phrases associated with items on the SharePoint site.

The SharePoint site is configured with the classic experience, with presentation of content via custom page templates which use third party custom web parts. The current CPS contract for such page templates (including 7,500 licences) will be coming to an end in March of 2023.

3. The Requirement

As the current contract draws to a close, the CPS is now seeking to update and improve the intranet, and is exploring the following options:

- 1) Upgrading all sites to the SharePoint modern experience, removing customisations, and using only SharePoint out-of-the-box tools and features.
- 2) Additional capability to integrate with Teams to surface content in the flow of work, building additional sites focused on specific topic areas, to better surface information to users.
- 3) The integration of content from further sources, e.g. ServiceNow knowledge base articles, introducing chatbots to provide an automated front end to some repeatable processes such as IT incident & request fulfilment, and basic HR tasks including leave requests.
- 4) Provide information on potential substitute technologies existing in the market such as Drupal, WordPress, etc.

Fundamentally, the CPS is seeking improved ways of surfacing information to its users, leveraging existing technology investment without the need for extensive customisation. We are seeking a solution which is developed and supported by the vendor, but which can be configured, and the content updated by the CPS. It will be essential that any intellectual property rights arising from the development work are vested in the Crown.

All solutions procured will be aligned with the CPS's Architectural Principles, including, relevant to this engagement, several Technical Principles, and the following Enterprise Principles:

- Ease-of-Use
- Information Security
- Information Quality
- Data Sovereignty

Currently the CPS is licensed with Microsoft 365 E5, uses ServiceNow extensively for ITSM, Oracle Fusion Cloud HCM cloud for people management and has access to public cloud resources.

4. Instructions to Respondents

Suppliers are required to submit responses to all questions contained within this PIN document and must be submitted to Chika Okoh, CPS Strategic Sourcing, via this email strategic.sourcing@cps.gov.uk no later than 5pm on the 4 of November 2022

CPS may use this information to identify a short-list of potential suppliers who may be given the opportunity to be included in a subsequent Invitation to Tender or Request for Pricing. Any requests where you are unable to offer a response should be clearly marked as "No response to this request." Please note this will not preclude you from any future CPS Commercial Activity.

CPS will not be responsible for any expenses incurred in the preparation of your response. You are advised to check the accuracy of your response prior to submitting. Please note this PIN does not constitute an offer capable of acceptance.

Please note that the information provided does not constitute any contractual binding or impose any obligations on either the Supplier or the CPS.

Appendix 1: Supplier Questionnaire

This questionnaire has been designed to obtain the following information:

1. To achieve an understanding of your company, and its' objectives and policies, to evaluate the common areas of understanding for the formation of a positive working relationship.
2. To establish your company's potential to meet our needs, business requirements, quality, service, and cost.

Please ensure that any additional documentation is appropriately titled as it is referenced within the below responses.

A - Supplier Information	
A1.1	Supplier Name:
A1.2	Name and contact details:
A1.3 (100 max no of Words)	Brief Organisation description and overview:
A1.4	Please confirm whether your company is on a framework either directly, or through a partner (please state the partner company).
	Please state any further frameworks you supply through:
B – Mandatory Standard Questions	
B1 (max 500 words)	Please provide a general overview of your understanding of what the CPS wants to deliver.
B2 (max 2000 words)	Please provide an overview of your solution/product and how this can deliver CPS's requirements, including any additional services/functionality.
B3	Have you made any assumptions from our requirements? Can you identify requirements that need further analysis and understanding?
B4	Would you be willing to demonstrate your solution/product to representatives in CPS should this be required?
C – Requirements Questions	

C1 - Experience	<p>Example: For each of the three proposed options detailed in section three, please give succinct details of past experiences of delivering/providing the requirement of this product/service/solution, paying particular attention to detail around transition</p> <p>Option 1: upgrading all sites to the SharePoint modern experience, removing customisations, and using only SharePoint out-of-the-box tools and features.</p> <p>Option 2: additional capability to integrate with Teams to surface content in the flow of work, building additional sites focused on specific topic areas, to better surface information to users.</p> <p>Option 3: the integration of content from further sources, e.g. ServiceNow knowledge base articles, introducing chatbots to provide an automated front end to some repeatable processes such as IT incident & request fulfilment, and basic HR tasks including leave requests.</p> <p>Option 4: provide information on potential substitute technologies existing in the market such as Drupal, WordPress, etc.</p>
C2 – Cost and risk	<p>For each of the four proposed options detailed in section three, please give details of the key risks and cost drivers for a) the delivery and b) the transition from the existing solution, using the example above. Please address how these would be relevant to CPS requirements.</p> <p>Option 1: upgrading all sites to the SharePoint modern experience, removing customisations, and using only SharePoint out-of-the-box tools and features.</p> <p>Option 2: additional capability to integrate with Teams to surface content in the flow of work, building additional sites focused on specific topic areas, to better surface information to users.</p> <p>Option 3: the integration of content from further sources, e.g. ServiceNow knowledge base articles, introducing chatbots to provide an automated front end to some repeatable processes such as IT incident & request fulfilment, and basic HR tasks including leave requests.</p>

	Option 4: provide information on potential substitute technologies existing in the market such as Drupal, WordPress, etc.
C3 – Transition	<p>For each of the four proposed options detailed in section three please state how long you believe it would take to transition the CPS Intranet Licenses to yourselves if you were to be successful.</p> <p>Can you describe the assumptions made based on our requirements? Can you identify requirements that need further analysis and understanding?</p> <p>Option 1: upgrading all sites to the SharePoint modern experience, removing customisations, and using only SharePoint out-of-the-box tools and features.</p> <p>Option 2: additional capability to integrate with Teams to surface content in the flow of work, building additional sites focused on specific topic areas, to better surface information to users.</p> <p>Option 3: the integration of content from further sources, e.g. ServiceNow knowledge base articles, introducing chatbots to provide an automated front end to some repeatable processes such as IT incident & request fulfilment, and basic HR tasks including leave requests.</p> <p>Option 4: provide information on potential substitute technologies existing in the market such as Drupal, WordPress, etc.</p>
C4 – model	Please provide an outline of your licensing model i.e., user, environment, consumption based etc, with indicative costs
Innovation (max 1000 words)	Please outline any unique or innovative elements of your platform/service/organisation that you feel would offer the CPS value for money and better enable the organisation to fulfil its objectives
Social Value	<p>The CPS works to ensure that to make sure the right person is prosecuted for the right offence, and that trials are fair so that offenders are brought to justice whenever possible. This involves touchpoints with all elements of the Criminal Justice System.</p> <p>The CPS recognises that a supplier's offer is not unique to a single product or service, and that the organisation itself may</p>

	<p>be able to add social, economic, or environmental value through existing initiatives such as:</p> <ol style="list-style-type: none"> 1) Donating ICT equipment to charities working with victims and witnesses 2) Offering paid work placements to ex-offenders in order to enhance permeant employment opportunities and reduce offending. 3) Donating CSR funds to strategically relevant third sector organisations, e.g. victims of Rape and Serious Sexual Assault. 4) Using staff volunteer days to decorate a Sexual Assault Referral Centre. <p>Please outline how your organisation could add value through existing organisational assets.</p>
Customer of Choice	<p>The CPS is committed to acting as a customer of choice within the marketplace. Please list any requirements or behaviours that your organisation feels would be of detriment to the successful future delivery of a low code platform.</p>