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OFFICIAL

## 1. PURPOSE

- 1.1 The Permanent Secretaries of DWP and HMRC and the Chief Executive of the Civil Service have agreed there should be an independent review of ID solutions in the UK. **REDACT.**

## 2. BACKGROUND TO THE CONTRACTING AUTHORITY

- 2.1 The Cabinet Office is a department of the UK Central Government. We support the Prime Minister and ensure effective running of Government. We are also the corporate headquarters for Government, in partnership with HM Treasury, and we take the lead in certain critical policy areas.

## 3. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

- 3.1 **REDACT.**

## 4. DEFINITIONS

Expression or Acronym	Definition
N/A	N/A

## 5. SCOPE OF REQUIREMENT

- 5.1.1 **REDACT**

## 6. THE REQUIREMENT

- 6.1 External assistance is required to develop an independent review of Government Identity solutions over 6 weeks.

## 6.2 REDACT

## 7. KEY MILESTONES

- 7.1 The Potential Provider should note the following project milestones that the Authority will measure the quality of delivery against:

Milestone	Description	Timeframe
1	Understanding of the digital ID market and opportunity, informed by international examples, and IDP cost-structure.	Within week 1 of Contract Award
2	Refined analysis of the digital ID opportunity and IDP cost structure, and implications for the Verify model, building in input from experts on the opportunity.	Within week 2 of Contract Award
3	Full quantification of the digital ID opportunity in UK, with implications for UK, informed by international examples.	Within week 3 of Contract Award

	Hypotheses on how changes to the Verify model could increase benefits; e.g., by changing the IDP marketplace structure.	
4	Clarity on how dual running of Verify and Gateway can work for HMG, including value, performance targets, and timeline. Refined adjustments to the Verify model, if any, that would increase value creation; e.g., potentially changes to the IDP structure, or technology	Within week 4 – 7 weeks of Contract Award

## 8. AUTHORITY'S RESPONSIBILITIES

- 8.1 Cabinet Office will facilitate the project work through introduction to suitable government officials to assist with achieving the required outcomes.

## 9. REPORTING

- 9.1 Formal review will be through two steering meetings and there will be weekly informal review in between with some or all of the stakeholder group.

## 10. VOLUMES

- 10.1 As previously outlined.

## 11. CONTINUOUS IMPROVEMENT

- 11.1 The Supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.
- 11.2 The Supplier should present new ways of working to the Authority during regular Contract review meetings.
- 11.3 Changes to the way in which the Services are to be delivered must be brought to the Authority's attention and agreed prior to any changes being implemented.

## 12. SUSTAINABILITY

- 12.1 Not Applicable.

## 13. QUALITY

- 13.1 The audience for the work is very senior officials in the first instance, and it will also contribute to advice to Ministers. The reports and presentation quality for the steering groups should reflect these audiences.

## 14. PRICE

- 14.1 Prices should be submitted in pounds sterling and be inclusive of expenses and exclusive of VAT.
- 14.2 Prices are to be submitted via the e-Sourcing Suite Appendix E excluding VAT.

**15. STAFF AND CUSTOMER SERVICE**

- 15.1 The Authority requires the Potential Provider to provide a sufficient level of resource throughout the duration of the Independent Review of Government Identity Solutions Contract in order to consistently deliver a quality service to all Parties.
- 15.2 Potential Provider's staff assigned to the Independent Review of Government Identity Solutions Contract shall have the relevant qualifications and experience to deliver the Contract.
- 15.3 The Potential Provider shall ensure that staff understand the Authority's vision and objectives and will provide excellent customer service to the Authority throughout the duration of the Contract.

**16. SERVICE LEVELS AND PERFORMANCE**

- 16.1 The Authority will measure the quality of the Supplier's delivery by:
  - 16.1.1 Key Performance Indicators will be established and agreed as part of governance arrangement at the start of the project. They will include commitment to on time delivery of the two steering group meetings. All agreed KPIs will form part of the Contract and therefore be covered by the Contract terms and conditions.
  - 16.1.2 Where quality is not to the Authority's satisfaction all appropriate measures will be put in place by the Supplier to ensure that the deliverables are met to time and quality so as to ensure continuity within the project timetable.

**17. SECURITY REQUIREMENTS**

- 17.1 Bidder is to note that in line with Government Security Policy, all staff they supply or intend to supply who have regular access to or will be based at the Authority's premises have complied with the Employer's baseline personnel Security Standard (BPSS) <https://www.gov.uk/government/publications/security-policy-framework>.
- 17.2 If given access to computing or telecommunications equipment, the Supplier's staff shall abide by the conditions laid down by the Authority's staff handbook for the use of such equipment.

**18. INTELLECTUAL PROPERTY RIGHTS (IPR)**

- 18.1 Section 5 of the Terms and Conditions shall apply.

**19. PAYMENT**

- 19.1 The total budget is £480,000.00 excluding VAT.
- 19.2 Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables.
- 19.3 Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.



**20. ADDITIONAL INFORMATION**

20.1 Not Applicable

**21. LOCATION**

21.1 The location of the Services will be carried out at the provider's premises. For the purposes of the Contract the base location will be Cabinet Office 1 Horse Guards Road, Westminster, SW1A 2HQ. However the supplier will likely be required to visit departmental locations for CO (including GDS), HMRC and DWP. Any travel outside of the base location will be in line with the Cabinet Office's T & S policy.