



Schedule 1: Annex A

Quality Response Questionnaire

26th July 2024 and Version 1.00

RECCo INVITATION TO TENDER SCHEDULE 1 - ANNEX A: QUALITY RESPONSE

# Overview

Bidders are required to submit a single quality response document in PDF format. This document must:

* Contain responses to each of the following quality response questions.
* Be structured with sections with clear headings for each of the quality responses questions.
* NOT contain any price information (particularly when providing proposed resourcing proposals).

Please read the instructions contained in the Code Manager Digital Services RfP before completing your submission.

70% of the overall evaluation weighting will be allocated to the Quality Response.

# Word Count

Words over the stated page limits will be struck out.

Wording / information exceeding the stated page limits will be struck out.

Page limits exclude diagrams, pictures, maps, tables, and charts.

Diagrams, pictures, maps, tables, and charts may include words but only to the extent that those words are necessary to enable evaluators to understand or interpret the diagram, picture etc. Words contained within diagrams, pictures etc. will be disregarded for the purpose of the evaluation of a bidder’s substantive response to the question / requirement.

# Proposal

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| EXECUTIVE SUMMARY |
| Please provide an Executive Summary for your proposal, including:   * A summary of your approach to delivering RECCo’s requirements, outlining the stages of the implementation with reference to your preferred solutions and your proposed delivery methodologies. * Description on how your proposal will provide a simple and effective user experience for all stakeholders throughout mobilisation and enduring operations, ensuring ease of use, accessibility, and user satisfaction. * An outline on how you will design and deliver an integrated digital ecosystem comprising sector-leading solutions, and how this will enhance the REC Code Manager Service Providers in delivering their service to the users of the services in the GB retail energy market.   By addressing these points, your Executive Summary should clearly demonstrate how your proposal will enable RECCo to achieve the following goals:   * Ensuring users, including REC Parties, RECCo, and the other Code Manager Service Providers receive the best services through strong partnerships. * Providing a simple and effective user experience for all stakeholders. * Creating a new integrated digital ecosystem of sector-leading solutions. * Evolving towards RECCo's long-term ownership and control of digital assets for flexibility. * Enable the Code Manager Service Providers to deliver the best possible service to users. * Providing financial transparency and cost-value for industry spending. |
| Weighting: 0 %  For Information Only |
| **Page limit: 3 pages of A4 using the following format:**   * **Header – font size 14** * **Main Text – Font 12** * **Line Spacing – 1.15** |
| Response: Bidder to insert response |

# Solution Selection

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| This section evaluates your approach to selecting sector-leading solutions to make up the new integrated digital ecosystem. Your responses should demonstrate your methodology for identifying, evaluating, and integrating solutions that meet RECCo’s requirements. This section will assess your proposed process and methodology for product selection.  There are five parts in this section, each focusing on different components of the solutions that make up the digital ecosystem. For each part, we will be focusing on:   * **Role and Integration within the Ecosystem:** The role of the solution within the integrated digital ecosystem. Explain how the solution will integrate with others in the ecosystem, the expected benefits and efficiencies, and the challenges you foresee. * **Enabling and Benefiting Code Manager Service Providers:** How the solution will enable and benefit the Code Manager Service Providers while providing a simple and effective user experience to all stakeholders. * **Preferred Solutions and Justification:** Identify the preferred solution you have selected at this stage, explaining why it is the best fit for RECCo’s requirements. Highlight any other potential solutions and platforms you considered and why they are not preferred at this stage. * **Alignment with Requirements and Methodology:** How you have aligned your preferred solution to the detailed requirements, ensuring all functional and technical needs are addressed. Describe your process and methodology for ensuring your preferred solutions fulfil all relevant requirements, including how you will identify customisation and integration needs, conduct technical assessments, and validate these solutions with the co-selection process during the discovery phase. * **Pricing Model:** A detailed explanation of the pricing model used to estimate the costs for the solution. Describe the methodology, assumptions, and data sources used to arrive at these estimates. **Do not include information from the pricing response in response to this question.**   Part A: DXP Portal & AI Search Assistance  The solutions in focus are the DXP Portal and the AI Search & Assistance Solutions.  Part B: Digital REC  The solution in focus is the Digital REC Solution.  Part C: REC Change Management  The solution in focus is the REC Change Management Solution  Part D: Party, Committee, Event & REC Service Management  The solutions in focus are Party Management, Committee Management, Event Management, and REC Service Management Solutions.  Part E: Data Analytics & Reporting  The solution in focus is the Data Analytics & Reporting Solution |
| Weighting: 50% |

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| Solution Selection | Part A: DXP Portal and AI Search and Assistance |
| Please describe your proposal for fully meeting RECCo’s solution requirements as per the detailed requirements in Annex B. You should include details of:   * The role you envision for the DXP Portal and AI Search & Assistance within the integrated digital ecosystem. Explain how these solutions will integrate with others in the ecosystem, the expected benefits and efficiencies, and the challenges you foresee. * How these solutions will enable and benefit the Code Manager Service Providers and RECCo while providing a simple and effective user experience to all stakeholders. * The preferred solution you have selected at this stage, explaining why it is the best fit for RECCo’s requirements. Highlight other potential solutions and platforms you considered and why they are not preferred at this stage. * How you have aligned your preferred solution to the detailed requirements, ensuring all functional and technical needs are addressed. Describe your process and methodology for ensuring your preferred solutions fulfil all relevant requirements, including how you will identify customisation and integration needs, conduct technical assessments, and validate these solutions with the co-selection process during the discovery phase. * A detailed explanation of the pricing model used to estimate the costs for the DXP Portal & AI Search Assistance. Describe the methodology, assumptions, and data sources used to arrive at these estimates. **Do not include information from the pricing response in response to this question.**   Note that actual numbers should be included in the pricing template, not in this narrative. |
| **Page limit: 5 pages of A4 using the following format:**   * **Header – font size 14** * **Main Text – Font 12** * **Line Spacing – 1.15**   **(2 additional pages may be used for examples)** |
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| Solution Selection | Part B: Digital REC |
| Please describe your proposal for fully meeting RECCo’s solution requirements as per the detailed requirements in Annex B. You should include details of:   * The role you envision for the Digital REC within the integrated digital ecosystem. Explain how this solution will integrate with others in the ecosystem, the expected benefits and efficiencies, and the challenges you foresee. * How these solutions will enable and benefit the Code Manager Service Providers and RECCo while providing a simple and effective user experience to all stakeholders. * The preferred solution you have selected at this stage, explaining why it is the best fit for RECCo’s requirements. Highlight other potential solutions and platforms you considered and why they are not preferred at this stage. * How you have aligned your preferred solution to the detailed requirements, ensuring all functional and technical needs are addressed. Describe your process and methodology for ensuring your preferred solutions fulfil all relevant requirements, including how you will identify customisation and integration needs, conduct technical assessments, and validate these solutions with the co-selection process during the discovery phase. * A detailed explanation of the pricing model used to estimate the costs for the Digital REC. Describe the methodology, assumptions, and data sources used to arrive at these estimates. **Do not include information from the pricing response in response to this question**.   Note that actual numbers should be included in the pricing template, not in this narrative. |
| **Page limit: 5 pages of A4 using the following format:**   * **Header – font size 14** * **Main Text – Font 12** * **Line Spacing – 1.15**   **(2 additional pages may be used for examples)** |
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| Solution Selection | Part C: REC Change Management |
| Please describe your proposal for fully meeting RECCo’s solution requirements as per the detailed requirements in Annex B. You should include details of:   * The role you envision for the REC Change Management solution within the integrated digital ecosystem. Explain how this solution will integrate with others in the ecosystem, the expected benefits and efficiencies, and the challenges you foresee. * How these solutions will enable and benefit the Code Manager Service Providers and RECCo while providing a simple and effective user experience to all stakeholders. * The preferred solution you have selected at this stage, explaining why it is the best fit for RECCo’s requirements. Highlight any other potential solutions and platforms you considered and why they are not preferred at this stage. * How you have aligned your preferred solution to the detailed requirements, ensuring all functional and technical needs are addressed. Describe your process and methodology for ensuring your preferred solutions fulfil all relevant requirements, including how you will identify customisation and integration needs, conduct technical assessments, and validate these solutions with the co-selection process during the discovery phase. * A detailed explanation of the pricing model used to estimate the costs for the REC Change Management solution. Describe the methodology, assumptions, and data sources used to arrive at these estimates. **Please do not include information from the pricing response in response to this question.**   Note that actual numbers should be included in the pricing template, not in this narrative. |
| **Page limit: 5 pages of A4 using the following format:**   * **Header – font size 14** * **Main Text – Font 12** * **Line Spacing – 1.15**   **(2 additional pages may be used for examples)** |
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| Solution Selection | Part D: Party, Committee, Event & REC Service Management |
| Please describe your proposal for fully meeting RECCo’s solution requirements as per the detailed requirements in Annex B. You should include details of:   * The role you envision for the Party, Committee, Event & REC Service Management solutions within the integrated digital ecosystem. Explain how these solutions will integrate with others in the ecosystem, the expected benefits and efficiencies, and the challenges you foresee. * How these solutions will enable and benefit the Code Manager Service Providers and RECCo while providing a simple and effective user experience to all stakeholders. * The preferred solutions you have selected at this stage, explaining why they are the best fit for RECCo’s requirements. Highlight any other potential solutions and platforms you considered and why they are not preferred at this stage. * How you have aligned your preferred solutions to the detailed requirements, ensuring all functional and technical needs are addressed. Describe your process and methodology for ensuring your preferred solutions fulfil all relevant requirements, including how you will identify customisation and integration needs, conduct technical assessments, and validate these solutions with the co-selection process during the discovery phase. * A detailed explanation of the pricing model used to estimate the costs for the Party, Committee, Event & REC Service Management solutions. Describe the methodology, assumptions, and data sources used to arrive at these estimates. **Please do not include information from the pricing response in response to this question.**   Note that actual numbers should be included in the pricing template, not in this narrative. |
| **Page limit: 5 pages of A4 using the following format:**   * **Header – font size 14** * **Main Text – Font 12** * **Line Spacing – 1.15**   **(2 additional pages may be used for examples)** |
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| Solution Selection | Part E: Data Analytics & Reporting |
| Please describe your proposal for fully meeting RECCo’s solution requirements as per the detailed requirements in Annex B. You should include details of:   * The role you envision for the Data Analytics & Reporting solution within the integrated digital ecosystem. Explain how this solution will integrate with others in the ecosystem, the expected benefits and efficiencies, and the challenges you foresee. * How these solutions will enable and benefit the Code Manager Service Providers and RECCo while providing a simple and effective user experience to all stakeholders. * The preferred solution you have selected at this stage, explaining why it is the best fit for RECCo’s requirements. Highlight any other potential solutions and platforms you considered and why they are not preferred at this stage. * How you have aligned your preferred solution to the detailed requirements, ensuring all functional and technical needs are addressed. Describe your process and methodology for ensuring your preferred solutions fulfil all relevant requirements, including how you will identify customisation and integration needs, conduct technical assessments, and validate these solutions with the co-selection process during the discovery phase. * A detailed explanation of the pricing model used to estimate the costs for the Data Analytics & Reporting solution. Describe the methodology, assumptions, and data sources used to arrive at these estimates. **Please do not include information from the pricing response in response to this question.**   Note that actual numbers should be included in the pricing template, not in this narrative |
| **Page limit: 2 pages of A4 using the following format:**   * **Header – font size 14** * **Main Text – Font 12** * **Line Spacing – 1.15**   **(2 additional pages may be used for examples)** |
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# Implementation and Transition

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| This section focuses on your detailed approach to the implementation and transition of the integrated digital ecosystem. Your responses should demonstrate your approach for strategic planning, stakeholder engagement, risk management, and what your expectations are from RECCo. This information is critical for RECCo to ensure a smooth and effective implementation with minimal disruption. This section includes questions in the following parts, each assessed individually, with the total score making up the overall assessment for Implementation & Transition:  Part A: Implementation Plan  Describe your detailed approach to the implementation of the new integrated digital ecosystem, including how you will ensure minimal disruption, stakeholder engagement, setting expectations and progress tracking.  Part B: Plan & Deliverables  Outline your implementation plan, milestones, key deliverables, dependencies, and risk mitigation strategies, including a Gantt chart.  Part C: Iterative Stages (Design, Build, Test + Feedback)  Detail your approach to iterative design and testing cycles, incorporating stakeholder feedback, and managing the prioritisation and backlog, including your expectations from RECCo.  Part D: Soft Launch & Deployment Strategy  Describe your strategy for a soft launch, gathering feedback, transitioning to full deployment, and ensuring stakeholder support.  Part E: Resources  Provide a detailed resource plan, including key staff, roles, qualifications, and how you will ensure the right mix of skills and expertise for the project. |
| Weighting: 30% |

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| Implementation and Transition | Part A: Implementation Plan |
| Please describe your detailed approach to the implementation of the new integrated digital ecosystem. This should include:   * The programme stages you foresee for a successful implementation and transition, detailing each stage such as mobilisation, discovery, design and development, testing and validation, soft launch, and full deployment This should include the objective, your expectations from RECCo and expected outcome of each stage. * How you will ensure minimal disruption during the transition and effectively anchor the solutions into the Code Manager Service Providers and RECCo. Explain your approach for maintaining continuity of operations, mitigating risks, and ensuring a smooth handover for solution ownership from the Code Manager Service Providers. * How you will engage with stakeholders throughout the transition process. Include the ways of working that you will adopt to build strong relationships with the Code Manager Service Providers, such as regular communication and updates, involvement in decision-making processes, collaborative tools and platforms, training and support programs, and conflict resolution strategies. * Methods for tracking progress and managing any issues that arise during the transition. Include details on monitoring tools, reporting mechanisms, and escalation procedures. * Your methodology and techniques to identify what data can be reused from the legacy solutions and your preferred approach to migrating this data to the new solutions. |
| **Page limit: 3 pages of A4 using the following format:**   * **Header – font size 14** * **Main Text – Font 12** * **Line Spacing – 1.15** |
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| Implementation and Transition | Part B: Plan & Deliverables |
| Please provide the details to your approach to implementing the new integrated digital ecosystem to fully meet the requirements within the required timescales. This should include:   * The milestones and steps required to fully meet the requirements within the required timelines. Detail each stage, including mobilisation, discovery, design and development, testing and validation, soft launch, and full deployment. Include the reason for these deliverables as well as the expectations you have from RECCo. * Key deliverables and assumptions. Outline the major deliverables at each stage and any assumptions you are making to ensure successful implementation. * Your approach to ensuring high-quality outputs is delivered. Explain the quality assurance processes and methodologies you will use to maintain high standards throughout the project. * Requirements and dependencies from other parties. Describe any necessary contributions or dependencies from RECCo, Code Manager Service Providers, or other stakeholders to ensure a smooth implementation. * Anticipated risks and mitigations. Identify potential risks and the strategies you will implement to mitigate these risks and ensure project continuity.   You must include a Gantt chart showing the Project Plan as an Appendix. |
| **Page limit: 2 pages of A4 using the following format:**   * **Header – font size 14** * **Main Text – Font 12** * **Line Spacing – 1.15**   **(1 additional page may be used for a Gantt chart)** |
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| Implementation and Transition | Part C: Iterative Stage (Design, Build, Test + Feedback) |
| Please describe your approach to iterative design and test cycles, including:   * How you will manage and run sprint cycles for design and testing (including outline of any project management systems and processes to be used). * Methods for incorporating feedback from the stakeholder group into each cycle. * How you will ensure alignment with the requirements and expectations of the stakeholder group throughout the process. * Techniques for ensuring that the stakeholder group is actively engaged, and their input is effectively integrated into the design and testing phases. * The process for testing including managing, prioritising and resolving any bugs/defects that arise during the cycles. * How you will document and track progress to ensure transparency and accountability and share this information with RECCo. * Managing prioritisation and the backlog to ensure the requirements are met. * How you will ensure delivery of the full scope of the solutions within planned timescales and budget, including methods for preventing scope creep and managing potential overruns that could lead to delays or additional costs. |
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| Implementation and Transition | Part D: Soft Launch and Deployment |
| Please describe your approach to the soft launch and full deployment of the integrated digital ecosystem, including:   * Your strategy for conducting a soft launch with a select group of trusted stakeholders. * How you will gather and incorporate feedback from the soft launch to make necessary adjustments before the full deployment. * The steps you will take to ensure a smooth and effective transition from soft launch to full deployment, including how you will manage and prioritise any outstanding defects and work orders to avoid disruptions and ensure resolution prior to full deployment. * Methods for monitoring and addressing any issues that arise during the soft launch and deployment phases. * How you will ensure all stakeholders are adequately prepared and supported throughout the deployment process as well as the role you see RECCo having in this stage. * Techniques for ensuring the system is fully operational and meeting all requirements at the time of full deployment. |
| **Page limit: 3 pages of A4 using the following format:**   * **Header – font size 14** * **Main Text – Font 12** * **Line Spacing – 1.15** |
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| Implementation and Transition | Part E: Resources |
| Please set out your resource plan for all staff involved in the delivery of the Services based on the Implementation Plan. This should include:   * The programme structure including the number of key staff (named), allocation of time to the project, grades, and relevant qualifications. * A description of staff roles and activities including the roles you see RECCo providing as well as an organogram (via Pen portraits). * Any assumptions contained in your resource plan, particularly, in relation to the management, breakdown and/or segregation of duties of any relevant coding and testing resources. * How you will ensure the right mix of skills and expertise are available at each stage of the implementation plan.   Note that resource plans will be cross-referenced to the Pricing Template. You must include as an Appendix CVs (max one page per person) for all key staff working on the project. |
| **Page limit: 2 pages of A4 using the following format:**   * **Header – font size 14** * **Main Text – Font 12** * **Line Spacing – 1.15**   **(plus CVs)** |
| Response: Bidder to insert response |

# Digital Services Operation

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| This section assesses your capability and experience in supporting an integrated digital ecosystem. Your responses should demonstrate how you will meet RECCo’s service and governance requirements effectively – see Annex B for the detailed requirements. This section includes questions in the following parts, each assessed individually, with the total score making up the overall assessment for Operations:  Part A: Proposal for Digital Services Operation  Describe how you will meet RECCo’s Service & Governance requirements, ensure a seamless user experience, and manage sub-contracted tasks.  Part B: Client-Facing  Outline your approach to incident resolution, problem management, knowledge base maintenance, service desk provision, and continuous improvement.  Part C: Project & Change Management  Detail your strategies for managing the lifecycle of changes, planning updates, stakeholder collaboration, and risk management.  Part D: Technical Operations  Explain your methods for managing API gateways, cloud environments, and ensuring secure, seamless service integration.  Part E: Ways of Working  Describe your approach to building relationships with RECCo and Code Manager Service Providers, training, and embedding a culture of continual service improvement.  Part F: Resources  Provide a detailed resource plan, including key staff, roles, and how you will ensure the right mix of skills and expertise for service delivery. |
| Weighting: 20% |

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| Operations | Part A: Proposal for Digital Services Operations |
| Please describe your proposal for fully meeting RECCo’s Service & Governance requirements as per the detailed requirements in Annex B. You should include details of:   * How you will ensure a seamless user experience across all services for RECCo and the Code Manager Service Providers. * What your expectations are from RECCo and what information you need outside the requirements * Your proposed methodology for ensuring RECCo’s requirements are fully met and what (if any) tasks or services you plan to sub-contract including details of who you plan to sub-contract these to, including:   + Service Desk   + Resolver Groups   + Solution Management   + Infrastructure Management   + Security Management   + API Gateway Management * Your knowledge, expertise, and learning from providing similar integrated digital ecosystems, including examples where successful delivery was achieved. |
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| Operations | Part B: Client-Facing |
| Please describe your proposal for fully meeting RECCo’s Service & Governance requirements as per the detailed requirements in Annex B. You should include details of:   * Efficient logging, handling, resolution and reporting of incidents (whether online and/or in person) to minimise service disruptions, including proactive management. * Identifying and addressing the root causes of incidents to prevent recurrence, including proactive problem management. * Maintaining a knowledge base to facilitate quick resolution of common issues and share best practices. * Providing a service desk and a support portal for Code Manager Service Providers and RECCo. * Building strong relationships with Code Manager Service Providers and capturing feedback for continuous improvement. * Using insights gained from solution and process feedback to identify or support the execution of continuous improvement initiatives. * Your approach to defining the KPIs set out in the detailed requirements and how the calculations will be used when reporting in delivering the Client-Facing Services. |
| **Page limit: 4 pages of A4 using the following format:**   * **Header – font size 14** * **Main Text – Font 12** * **Line Spacing – 1.15** |
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| Operations | Part C: Project & Change Management |
| Please describe your proposal for fully meeting RECCo’s Service & Governance requirements as per the detailed requirements in Annex B. You should include details of:   * Defining and managing the lifecycle of changes to the digital ecosystem, including any project management and reporting tools to be used. Detail your processes for change identification, evaluation, approval, implementation, and review. * Planning and overseeing the release of updates and new features to ensure smooth implementation. Explain your strategies for scheduling, coordinating, and communicating releases to minimise disruptions. * Handling enhancements to ensure that the integrated digital ecosystem stays relevant and provides a simple user experience. Describe how you will support continuous improvement and innovation within the ecosystem, ensuring it meets evolving user needs and technological advancements within your pricing response. * Enabling Code Manager Service Providers to make necessary enhancements while maintaining ecosystem integrity. Describe how you will support and facilitate enhancements without compromising the stability and performance of the digital ecosystem. * Working in collaboration with RECCo and Code Manager Service Providers to ensure that all required stakeholders are engaged throughout the change management lifecycles. Include your approach to stakeholder communication, involvement in decision-making, and feedback integration. * Implementing risk management strategies to identify, assess, and mitigate potential risks throughout the change management lifecycle. Outline your methods for risk identification, analysis, prioritisation, and mitigation to ensure continuity and resilience. |
| **Page limit: 3 pages of A4 using the following format:**   * **Header – font size 14** * **Main Text – Font 12** * **Line Spacing – 1.15** |
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| Operations | Part D: Technical Operations |
| Please describe your proposal for fully meeting RECCo’s Service & Governance requirements as per the detailed requirements in Annex B. You should include details of:   * Managing RECCo's API gateway and with summaries on:   + Your experience with integrating and managing API Gateways in similar projects.   + Ensuring the API Gateway is ready for other services to be onboarded within the first six months.   + Ensuring seamless integration of all services within the digital ecosystem through the API Gateway.   + Creating a comprehensive service wrap around the API Gateway, including monitoring, support, and maintenance.   + Techniques for ensuring that the API Gateway and service wrap meet all requirements and provide a smooth user experience for all stakeholders.   + How you will support the onboarding of new services outside the Code Manager digital ecosystem.   + Ensure APIs are relevant, secure and still of value to RECCo and its service users. * Managing Cloud Environments:   + Manage RECCo’s cloud hosting environments to deliver value for money.   + Assuring Vendor environments like those used to deliver any SaaS solutions of the digital ecosystem are aligned to the Design Principles. * Ensuring the digital ecosystem stays secure. * Designing, implementing and maintaining the data model ensuring all solutions are aligned and the data model stays relevant. |
| **Page limit: 5 pages of A4 using the following format:**   * **Header – font size 14** * **Main Text – Font 12** * **Line Spacing – 1.15** |
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| Operations | Part E: Ways of Working |
| Please describe your proposal for fully meeting RECCo’s Service & Governance requirements as per the detailed requirements in Annex B. You should include details of:   * How you will build and maintain a strong, collaborative relationship with RECCo and the Code Manager Service Providers, as well as other user stakeholders. * Train the trainer methodology and how you will keep the Code Manager Service Providers up to date. * Embedding a Continual Service Improvement culture. |
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| Operations | Part F: Resources |
| Please set out your resource plan for all staff involved in the delivery of the Digital Services Operation. This should include:   * The number of key staff roles, their allocation of time to Digital Services once transitioned into Business As Usual (BAU), including their grades, relevant qualifications, and experience. * A detailed approach and methodology for transitioning key roles into BAU, ensuring continuity and leveraging the knowledge gathered during the implementation phase. * A description of staff roles and activities, including an organogram (via Pen portraits). * Any assumptions contained in your resource plan. * How you will ensure the right mix of skills and expertise are available to deliver the Digital Services Operations effectively. * Your approach to scaling up/down for future initiatives and projects where additional resources are required in addition to day-to-day operations. |
| **Page limit: 2 pages of A4 using the following format:**   * **Header – font size 14** * **Main Text – Font 12** * **Line Spacing – 1.15**   **(plus example CVs)** |
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| References | | | |
| **Relevant experience and contract examples**  Please provide details of up to three contracts that are relevant to our requirement for Digital Services. Contracts should have been performed during the past three years and your responses should include an explanation of the scalability of the implemented solution.  The named contact provided should be able to provide written evidence to confirm the accuracy of the information provided below.  Consortia bids should provide relevant examples of where the consortium has delivered similar requirements. If this is not possible (e.g. the consortium is newly formed, or a Special Purpose Vehicle is to be created for this contract) then three separate examples should be provided between the principal member(s) of the proposed consortium or Special Purpose Vehicle (three examples are not required from each member).  Where the Supplier is a Special Purpose Vehicle, or a managing agent not intending to be the main provider of the supplies or services, the information requested should be provided in respect of the main intended provider(s) or sub-contractor(s) who will deliver the contract.  Word Limit: 500 (for Description of each Contract)  For Information Only | | | |
|  | **Contract 1** | **Contract 2** | **Contract 3** |
| **Name of customer organisation** |  |  |  |
| **Point of contact in the organisation** |  |  |  |
| **Position in the organisation** |  |  |  |
| **E-mail address** |  |  |  |
| **Description of contract: This should be limited to 500 words and should include details of:**   * Implemented Solutions/Products(s) * Implemented service(s) * Transformation aspect (e.g. number of users, SD & service mgmt. and new solutions implemented) * How user experience was improved |  |  |  |
| **Contract Start date** |  |  |  |
| **Contract Length (years)** |  |  |  |
| **Estimated contract value** |  |  |  |

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| Assumptions & Dependencies |
| **List any assumptions or dependencies in implementing and/or providing the services** |
| Response: Bidder to insert response |

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| Potential Dependencies and Risks |
| **List any potential dependencies and risks in implementing and/or providing the services** |
| Response: Bidder to insert response |