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| **Request for Proposal – Provision of Test Manager** |
| **Regulation Group Digital Assets**  **(Project RIDA)**  **Phase 1.3 Requirements Finalisation** |
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| **06.07.2022** |
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Regulation Directorate

Infrastructure, Housing and Environment

PO Box 228

Jersey JE4 9SS

17/11/2022

Dear Sirs

# Request for Proposal for Project RIDA Phase 1.3 Requirements Finalisation

You are invited to submit a response for this Request for Proposal (RFP). If you are interested in participating within the selection process, please review the information contained and provide a response in accordance with the instructions.

# Introduction & Background

The Regulation Directorate brings together six historically separated sections, all of which have various line of business application systems but in essence all process various types of applications, licences, and permits. The successful outcome of this project would be a single, stable and secure Cloud-based Microsoft platform with easy to use customer interface, digital data retention and processing in a line of business application systems, with reduced dependencies on specialist knowledge or external suppliers.

## Project Background

The Regulation Improvement of Digital Assets (RIDA) project is for replacement and service improvements to the Regulation group line of essential business application suites. Many of the group’s IT assets are at the end of their economic lifespan, they are dependent on specialist technical knowledge by a few people within the government, they rely on on-site server capacity and have limitations which restrict business processes. With new cloud-based services emerging as a strategic IT priority of the Government, the Regulation group are seeking an investment to restructure, replace and improve our IT assets to enable a faster, more effective, digital delivery of our services.

There are synergies and alignments across the Regulation group with line of business applications, particularly Microsoft Dynamics 365 and CRM, Northgate iLAP and Information at Work. We have recently transformed the structure of the Directorate and brought historically separated services together to enable efficiencies and to streamline services. Whilst a change in structure can align priorities, true joined-up working will be hindered by historic application software. In order to truly transform the Regulation group to provide fast, efficient, digital delivery of regulatory services, we need enabling technology.

This project will enable increased focus on business process improvements and align systems to reduce processing time due to simplification of inputs and outputs. Maximising integration and reducing manual tasks will result in time and resource efficiencies across the Directorate.

The provision of regulatory services online by offering our customers a digital self-service with improved updates will transform our business delivery, offering fast and effective decisions for our customers at a time and place convenient to them.

The project is to consider the replacement in part or full of the business application systems to cloud based Microsoft which can integrate without a multitude of plug-ins and server connections. The project is a three phased approach to improving our business systems. Phase 1 is the discovery and requirements gathering phase to consider the options available to achieve the outcome of an efficient, enhanced and effective business application system for the Regulation group. Phase 2 is the planning and design of the systems. Phase 3 is the delivery of the systems.

To organise the project into the most efficient delivery methodology and expedite each of these three phases the Regulation departments’ solutions have been broken down into three Products: 1) Development and Land (previously Planning and Building), 2) Environmental Control and Protection, and 3) Driver and Vehicle Standards.

Each of these three Products are of equal delivery priority and must proceed at the fastest pace possible to mitigate current operational issues and risks such as system instability and inefficient processing, and to introduce urgently required functionality to cover approved legislative changes from Q4 22-Q1 23.

## Key Drivers

The necessity for an efficient, effective and operational application management system is not only strategic, but for the Regulation group the requirement is also statutory, as the regulatory services we deliver have a statutory genesis through various laws and orders.

High Level Objectives from Phase 1 were:

* develop the business requirements for a stable and secure line of business application software system(s) for Regulation services, bringing together services to create efficiencies and delivering a more convenient service for customers,
* discover products and explore compatibilities between system applications,
* undertake a thorough understanding of the systems and data underpinning the business processes to inform a future system design

The successful outcomes of the project would be:

* a stable and secure line of business application Microsoft, Cloud-based software platform
* offering fast, convenient, and efficient services to our customers
* bringing together services in an efficient and effective regulatory service
* improved performance and added value for the customer
* improved reputation for the Government of Jersey
* maintenance of income through reconciling fees and charges
* cost avoidance from reducing specialist technical knowledge
* maximising integration and reducing manual tasks, resulting in time and resource efficiencies across the Directorate
* limited risk of the Minister being in breach of the Planning and Building (Jersey) Law (2002)
* alignment to the Government’s Digital Strategy
* alignment to the corporate Government technology roadmap
* building on existing Government IT infrastructure

The risks of not progressing this project and maintaining the current business application suite include:

* additional maintenance costs per annum
* reliance on fewer individuals internally with specialist technical knowledge
* greater cost upon eventual system replacement
* significant business continuity risk based on unsupported systems
* potential for the Minister to be in breach of the Law if the systems fail
* public dissatisfaction and lengthy delays in process
* possible halt on development work across the Island and downturn in construction industry if systems fail
* possible halt on development programmes for Government of Jersey, including high profile projects such as hospitals and schools
* breakdown in relationship with consultees
* staff dissatisfaction with out-of-date systems

The core deliverability for the above objectives is managed through the line of business application systems. Without these systems, the Regulation group would not be able to meet the strategic objectives. Therefore, the request is key to ensuring a robust and digitally secure Directorate.

# Specification / Scope of Work

## Contract period

The contract period will be for 6 months from the date of contract signatory.

## Description of goods /services / works required

### Test Manager (1 x full time roles for 6 months)

The project requires services from a Test Manager to work to the Project Manager and principally alongside Delivery Managers, and work with Suppliers and End-Users.

**The outputs for this service include:**

* Creating Test Strategy.
* Management of test and dev environments, and promotion of code, through to Production environment
* Working with Suppliers and internal departments to create Test Scripts.
* Working with End Users (potentially including the Public) to run Test Scripts.
* Testing defects management, organising implementation of fixes in the environments
* Documenting all Use Cases and Outcomes.
* Packaging Tests of Components for Later Re-Use.
* Creating a Test Plan
* Providing a Test Completion report.

**Deliverables**

* Manage all day-to-day testing and training planning activities and ensure the effective delivery of the workstreams for the RIDA project
* Define the test strategy showing the high-level approach to testing and ensure it is approved: including testing approach, schedules, resources, approach to future sprints
* Responsible for test resource management, identifying required resources, ensuring they are allocated to the project and that adequate resources are available to complete test plans within the schedule
* Manage all associated and linked activities from other wider impacting projects and plans, ensuring all cross over activities are effectively managed
* Responsible for drawing up test plans to support the delivery of the various projects being undertaken to ensure delivery takes place within agreed budget and timescales.
* Responsible for maintaining test plans by updating and tracking progress against the baseline to manage the timely delivery of the projects
* documenting testing risks to ensure mitigation strategies are put in place in a timely manner.
* Direct and motivate multiple testing teams as appropriate by overseeing the activities to ensure goals are met within required timelines and in line with the Test strategy
* Organise and chair testing meetings as required
* Provide testing status reports to the project team weekly and assist the project managers as required with monthly status updates
* Any work outside the scope of the Services shall be subject to agreement between the parties.
* Providing a Test Completion report.

**Approach**

* Testing strategy to be defined in line with any guidance provided by GoJ testing functions, and lessons learned from previous GoJ projects
* Will be based on Agile principles and methodologies, but overall project methodology is blended between linear/agile

**Milestones**

* It is anticipated that the testing deliverables will break down into sprints. The approach taken will not be linear, each sprint will be addressed as required and potentially in parallel.
* Testing milestones to be defined by the Test manager and documented with the Test strategy
* The Test Manager to engage directly with Government of Jersey to confirm the requirements and challenges for each activity and will then work independently to develop the necessary solutions.

#### Required Knowledge and Experience

##### Essential

* Twenty-four or more months in total of active involvement of in participating or managing Tests over the last ten years.
* Knowledge and experience of different testing methodologies and able to apply the correct testing approach as required within different contexts

##### Desirable

* Knowledge of Microsoft Dynamics, Power Apps and Portals
* Working knowledge of coding and APIs
* To work within established and agreed Government of Jersey best practise frameworks / methodologies / standards and in line with standard operational and project processes
* Knowledge of the Government of Jersey’s current systems and processes would be highly desirable, but not essential

## Terms and Conditions

All contracts are subject to the Government of Jersey’s [Terms and Conditions for the Provision of Professional Services](https://www.gov.je/Government/CommercialServices/Pages/TermsAndConditions.aspx).

# Pricing Schedule

## Pricing Format

The priority for Phase 1.3 is to deliver the outputs in a time-bound manner, keeping to an overall budget. The proposal is flexible in the type and delivery of the outputs but needs to cover the 3 main areas.

We require a pricing format which breaks down costs to achieve the required outputs, including a breakdown of the persons delivering the roles within each output stage (plus their hourly rate and time allocated).

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| Output | Hourly rate | Estimated time | Price submitted |
| Test Manager |  |  |  |

## Value Added Tax (VAT)

Jersey is not subject to VAT so please exclude this from any tender price submitted.

# RFP Timetable

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| --- | --- |
| Activity | Date / Time |
| RFP Issue Date | 21/11/22 |
| RFP close time & date | 29/11/22 |
| RFP evaluation process and interviews | 2/12/22 |
| Preferred supplier notified | 5/12/22 |
| Contract start date | 6/12/22 |
| Contract end date (subject to being renewed as required) | 31/03/22 |

# Evaluation criteria

All quotations submitted will be reviewed in accordance with pre-determined contract award criteria. Bid acceptance will not be bound to the lowest bid submitted but will be awarded on the basis of the industry standard “Most Economically Advantageous Tender (MEAT)”

* **Price** - proposals should include granular pricing to deliver the services. Tenderers should ensure that the resources, time, and costs to meet all requirements are clearly outlined, with any assumptions communicated in full
* **Supplier for Supply Jersey**
* **Demonstration the brief is understood including specific complexities** - proposals should clearly demonstrate an understanding of the challenges this work poses, with clear solutions to meet the objectives outlined
* **Experience of similar work undertaken including case studies** - please include detailed case studies that outline the challenge, process, results, and learnings
* **Calibre of the representatives carrying out the work** (CVs, references)
* **Demonstration of ability to comply with the deadlines for completion of the work** (project plan) - the timescales for this piece of work are critical to the wider programme, please outline how you would meet all of the requirements within the time allowed for this project
* **Evidence of Internal quality assurance process**

# Return information

Proposals should be sent via the e-portal in accordance with the timetable outline.

## Questions & Clarifications

If Tenderers have queries regarding the Request for Proposal, they are to be submitted by e-mail by using the Question and Answer facility within the Tender screen, not less than two **(2) working days** prior to the date for receipt of quotations.

If the question is felt to be of general interest to other bidders such as the structure, content, and meaning of any documents then the Department at their sole discretion will make the response(s) to these queries available to all suppliers.

## Documents to be returned

* Signed declaration statements
* Pricing schedule (full breakdown required)
* Proposal (Limited to 2 Sheets of A4 / Maximum 4 PowerPoint Slides)

# Declaration Statements

**Form of Tender & Tender Declaration**

**We undertake to provide the following services: -**

Regulation Group Digital Assets (Project RIDA)

We accept the provisions of the Invitation to Tender and offer to provide goods, services or works in accordance with the prices, terms and conditions stated herein.

We understand that The Authority will disregard any oral agreement or arrangement made by us, and that we are cautious to check our Tender before submission, as amendments to or withdrawals of Tender submitted, if received by The Authority after the time specified for receipt of tender, may not be considered.

We undertake, and it shall be a condition of any Contract that;

the following is a ‘bona-fide’ Tender, intended to be competitive and that we have not fixed or adjusted the amount of the Tender by or under or in accordance with any other person. We also certify that we have not done, and we undertake that we will not do any of the following:

* communicate to any person other than the person calling for these Tenders the rates or approximate rates in the proposed Tender,
* enter into an agreement or arrangement with any other person that he shall refrain from tendering or as to the amount of any Tender to be submitted,
* offer to pay or give or to receive, or agree to pay or give or receive, any sum of money or consideration directly or indirectly to or from any person for doing or having done or causing or having caused to be done in relation to this or any other Tender or proposed Tender for the said goods or services any act or thing of the sort described above. In this context "person" includes any person and any body or association, corporation or incorporate and "any agreement or arrangement" includes any such transaction formal or informal whether legally binding or not.
* that no variations in, or acceptance of any Invitation to Tender, or Tender shall be binding unless agreed in writing.

This Tender shall remain open for acceptance for a period of **Two** **(2) days** from the final date for the submission of Tenders.

We also confirm that we have not allowed any amount in our Tender for Value Added Tax.

Unless and until a formal agreement is executed this Tender together with your written acceptance thereof, shall constitute a binding agreement between us.

We undertake that any of our employees, agents or servants providing the services under this Contract, where so required by The Authority will enter into and abide by a Confidentiality Agreement to be in a form acceptable to The Authority.

We understand and it is agreed that The Authority shall retain the right to reject any and all Tenders, in whole or in part and it is furthermore agreed that The Authority shall be under no obligation to select the lowest or any other Tender.

We understand that The Authority reserves the right to alter or cancel any requirement stated in the contract at any time during the period of the contract.

We have taken all necessary steps to inform ourselves regarding this requirement and we understand and agree that The Authority shall not be liable for any inaccuracy or insufficiency in the information available to us in connection with this Tender.

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| **Dated:** |  |
| **Signed:** |  |
| **Name (Capitals):** |  |
| **Title:** |  |
| **On behalf of:** |  |
| **Address:** |  |
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