

Data Platform Services

“Pre-Market Engagement Event”

1st July 2024



Agenda

Meet the Buyer

Welcome / Introductions

Overview

Technical Feedback

Q&A

Commercial Feedback

Future Commercials

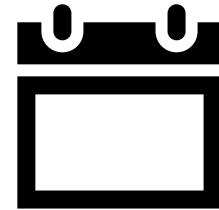
Core - Intelligence

DPS Operational Contract Management

DPS Operations

DPS Security

Wrap Up



Data Platform Services Senior Leadership Team



Jepson, Calvin (CDIO Enterpris...

Head of DPS



Rai, Ravi (CDIO Enterprise Plat...

Head of Business Operations



Thompson, Colin (CDIO Enter...

Head of Live Service Operations



Southern, Scott (CDIO Enterpr...

Head of Security Operations



Pratt, Anthony (CDIO Enterpris...

Head of Core Products



Brinton, Karin (CDIO Enterpris...

Head of Engagement



Hanton, Joanne (CDIO Chi...

Head of Project Delivery



Who We Are

HMRC DPS:

- Calvin Jepson – DPS Head of Data Platform Services
- Colin Thompson – DPS Head of Data Operations
- Scott Southern – DPS Head of Security Operations
- Anthony Pratt – DPS Head of Core Products
- Noal Phillpotts – DPS Operational Contract Lead

HMRC Commercial:

- Iain Smith – Category Lead Data & Analytics
- Steve Shaw – Assistant Director Procurement Corporate Services
- Alex Avery – Sourcing Lead
- Lucy Wreghitt – Sourcing Lead

Crown Commercial Services:

- Anne Maher – Commercial Agreement Manager



Calvin Jepson

– Head of Data Platform Services



Overview

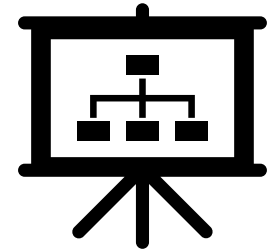
Data Platform Services within HMRC

Data Platform Services

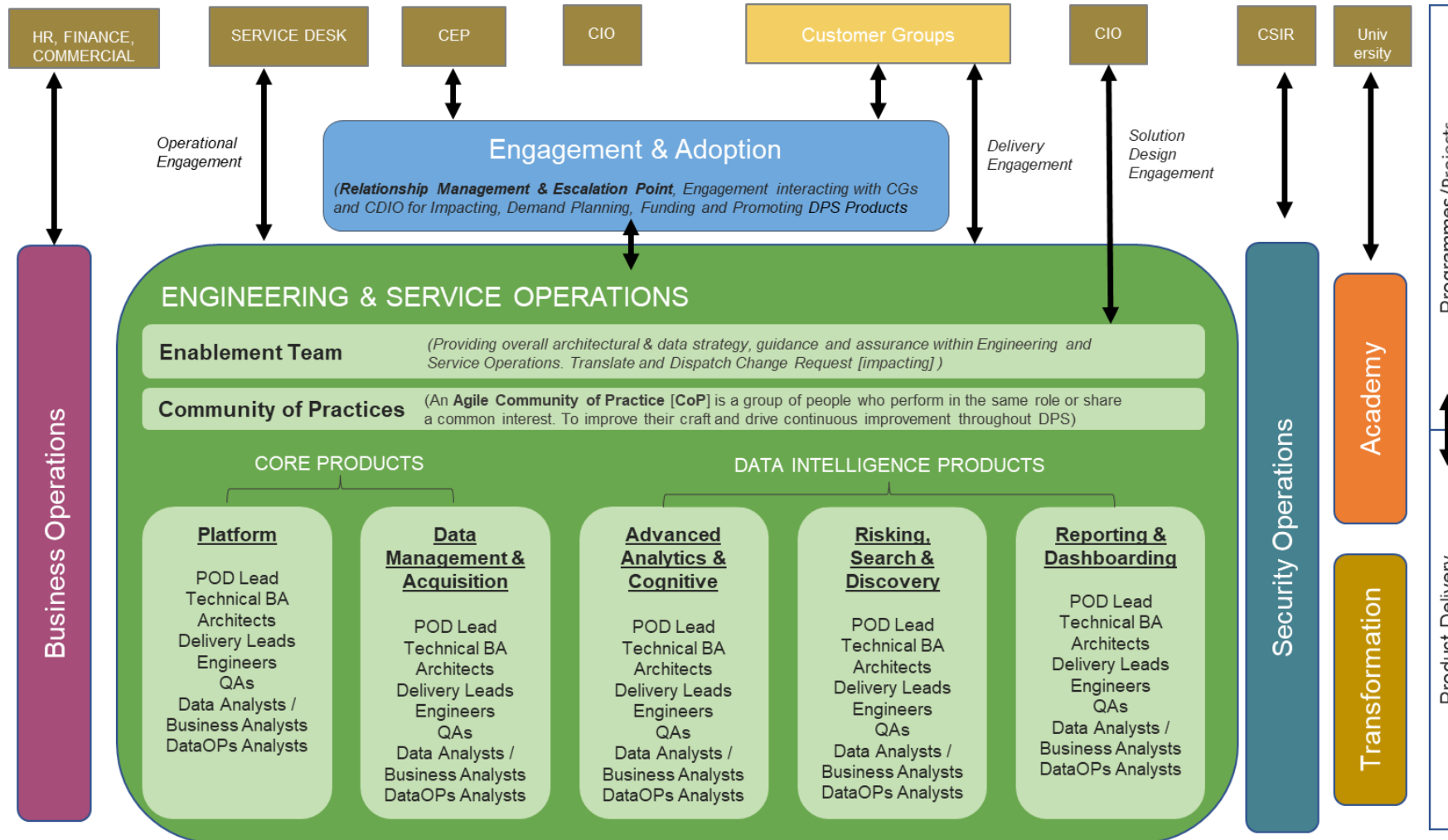
Chief Data Office

Chief Digital Information Officer

His Majesty's Revenue & Customs

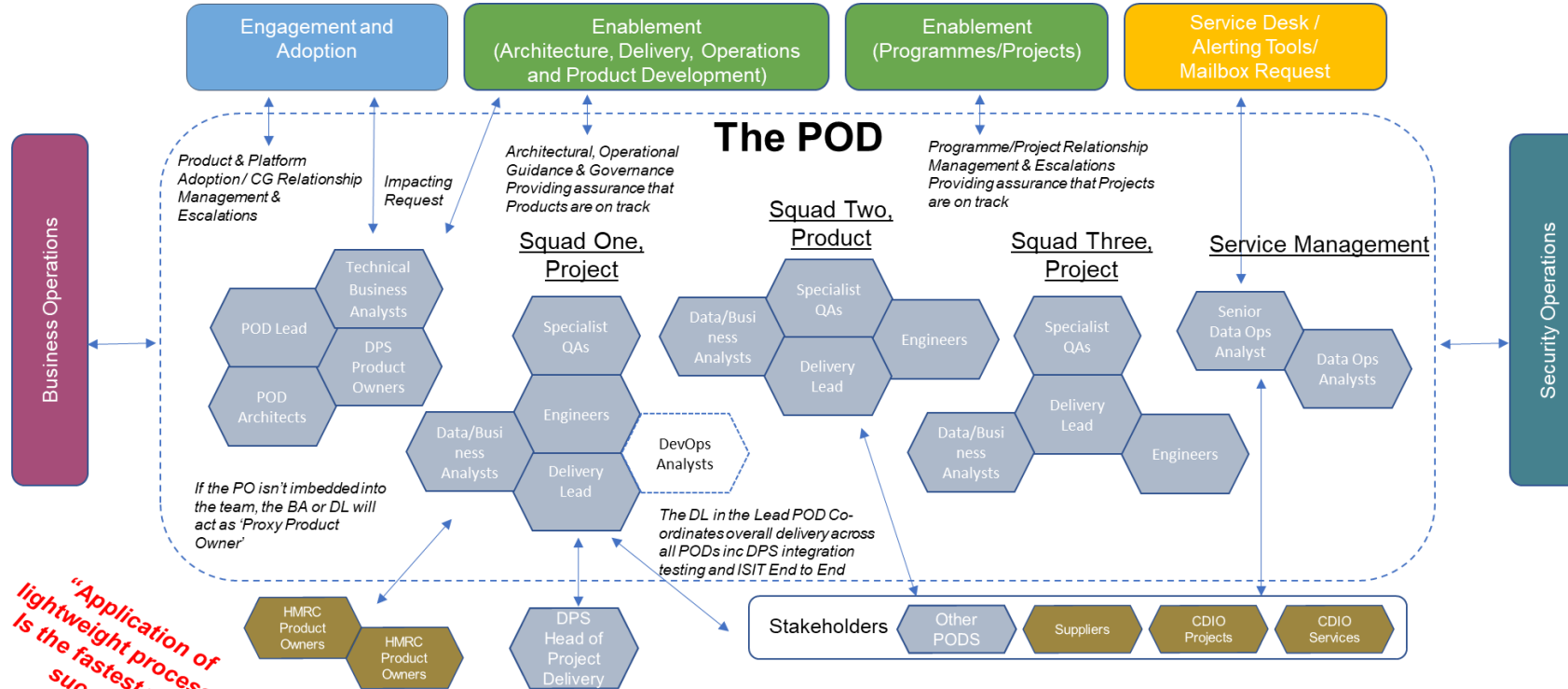


DPS Structure




POD

A POD is a multi-disciplinary function with end-to-end accountability for managing a Technical Product area, from inception to live service operation and everything in-between



Anthony Pratt

– Head of Core Products



Technical
Feedback

DPS Expectations

What DPS expect to see in the response to the Invitation to Tender:

- Technical Scenario
- Commercial (Pricing)
- Supplier Presentation
- Technical Case Study one
- Technical Case Study two
- Social Value

What you should include (principles):

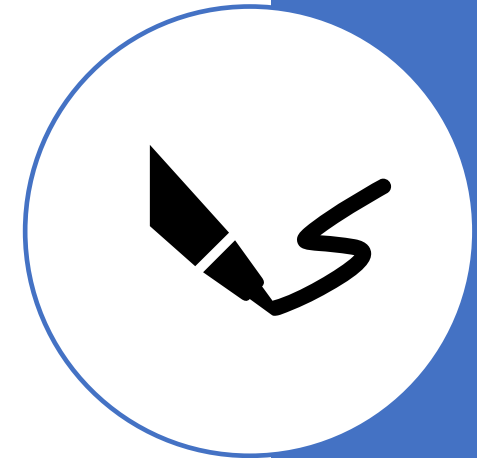
- The treatment of the Scenario as a standalone piece of actual work
- The tender response must include the resources you would use
- The resource principles applied to the Technical Scenario will apply to all future work awarded
- The cost to deliver should be accurate and scaled to the requirements
- Accurate timeline for the standing up of delivery team
- Accurate end to end delivery timeline, covering design, build and run
- The costs must include run (support & evergreening)



Clarifying ITT responses

Summary to alleviate ambiguity:

- The tender response must treat the Technical Scenario as an actual work piece, with defined Requirements and should be delivered by a standalone team.
- The tender response must include the Design, Build and Run costs as defined by the information in the ITT, such as user numbers etc.,
- The whole delivery team costs must be included as defined in the expected delivery team composition.
- Adherence to Data Platform Build methodology.



Expected Scope and Timescale

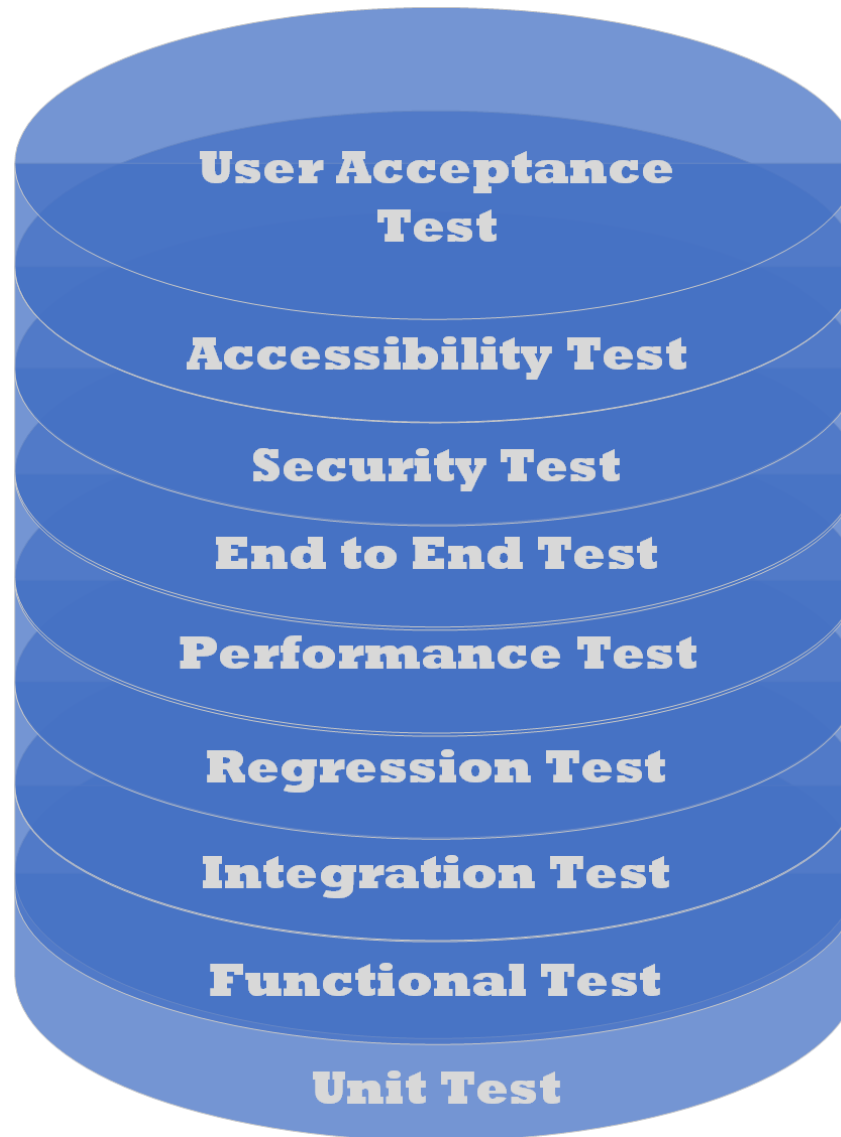
The ITT response must include the following:

- A Delivery Plan with Timescale which matches the expected scope and scale of the Requirements
- Account for the User numbers and deliverables reflecting the Requirements
- The response must be based upon the Technology View and IT Strategic Road Map inclusive of the ITT, reasonings for choices made to be included
- The Commercial Pricing response to the ITT must be reflective of the Technical Scenario response
- Must include required Testing



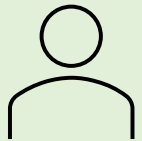
Testing

- Agile delivery approach by default
- Must cover all required testing to ensure a complete, operable and performant solution is delivered
- Maximise automated testing opportunities provided by the HMRC technology stack.
- Test assurance is provided by an external HMRC team
- Support for the independent Security Testing
- A test gate forms part of the quality gates applied for DPS deliveries and is tied to payment.

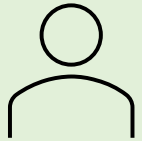


Delivery Team Structure

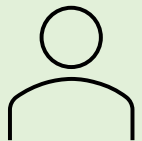
Agile Delivery Team Example



Delivery lead



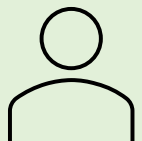
Business Analyst



Technical Architect



QA (Quality Assurance)



Data Engineers x (2,3,4 etc)

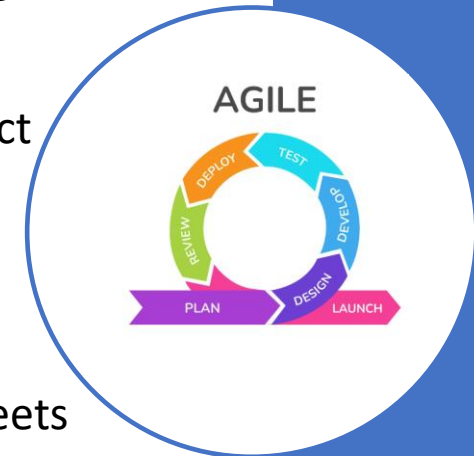
A typical delivery team will provide a Delivery lead to manage and report on the delivery steering it to a successful outcome.

A business analyst to work closely with product owners to translate, capture, document and analyse requirements and design.

A Technical Architect to deliver low level design and ensure that the design solution meets all business requirements.

A QA to complete quality checks throughout the delivery/design process.

Data Engineers to design/test/deliver the business requirements.



Certification of Resources

- It is expected that all resource brought into our account are qualified in their field with industry standard/recognised qualifications e.g.
 - Architects with AWS recognised certification
 - Talend and Denodo engineers with recognised certification




- When responses are provided, and you are stating the numbers of resources available, it should also include what number of those are certified, and how recent the certification is.
- Introduction of junior/trainee resource is permitted provided they are shadowing a qualified resource and at no detriment to the delivery

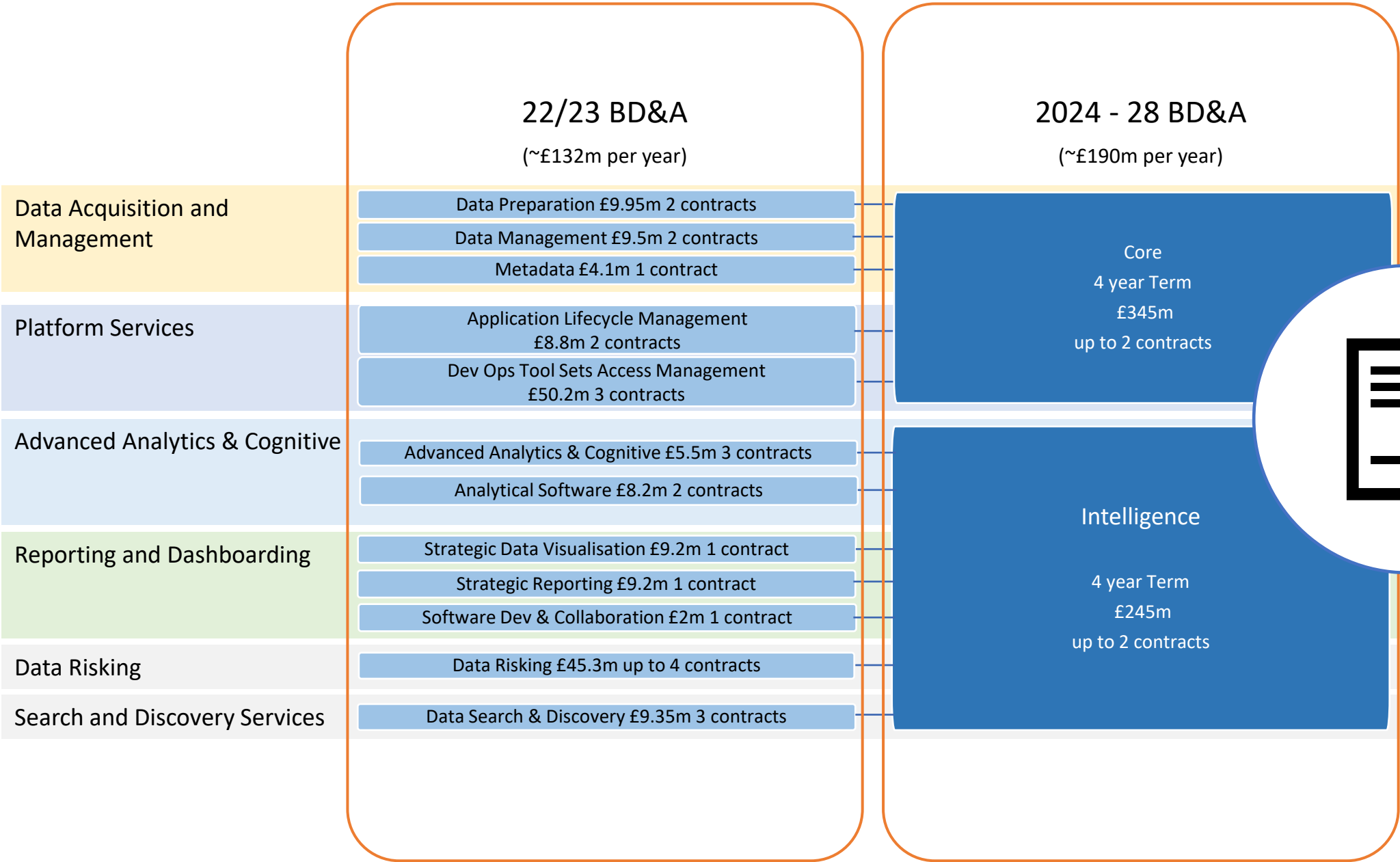
Technical Q&A

Iain Smith

– HMRC Commercial Category Lead



Commercial
Feedback



Commercial Feedback

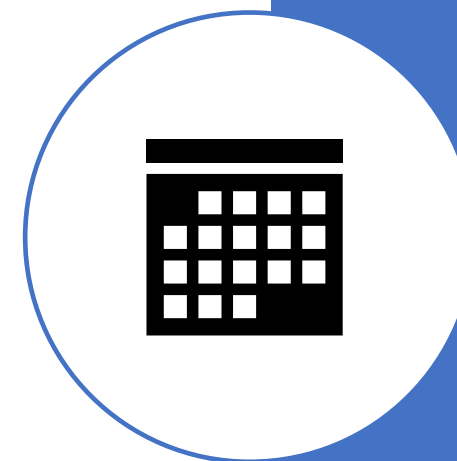
- **Contract Award**
 - Contract to be materially the same as the template in the ITT.
 - SLAs and Service Credits will apply.
 - Revised simplified Statement of Work
 - Term for next contracts planned to be 4 years.
 - HMRC may award up to 2 contracts per event.
- **Pricing**
 - Pricing for the scenario must be fully itemised so a detailed comparison can be made.
 - Assumptions should be costed as an option or resolved through an answer to a clarification question or as a last resort costed as an option.
- **Social Value**
 - Themes: Tackling Economic Inequality. Model Award Criteria (MAC)
Demonstrating collaboration throughout the supply chain and a fair and responsible approach to working with supply chain partners.
 - Supplier must submit measurable KPIs for each commitment.
 - Response should be additive not repeat of previously accepted submissions.
 - Supplier is scored against what they propose, not against other suppliers.



Procurement Timeline

Indicative timetable – to be confirmed post General Election.

Tender Release Date	29 July 2024
Supplier Clarification Question Deadline	5 th August 2024
Buyer clarification response deadline	13 th August 2024
Tender Return Date	15 th August 2024 midday
Presentations/Clarification Meetings	19 th August to 6 th September 2024
Award Letters Issued	21 st October 2024
Alcatel	21 st October to 31 st October 2024
Pre-Contract Engagement	21 st October to 4 th November 2024
Contract Start Date	5 th November 2024

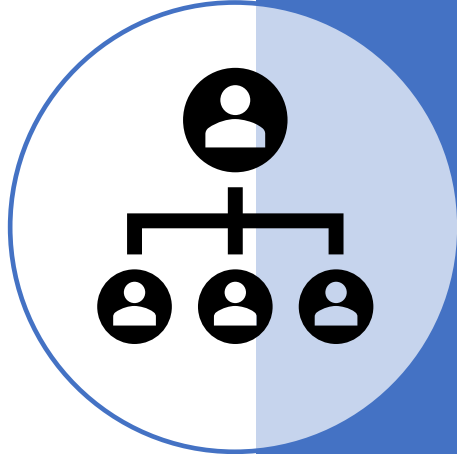
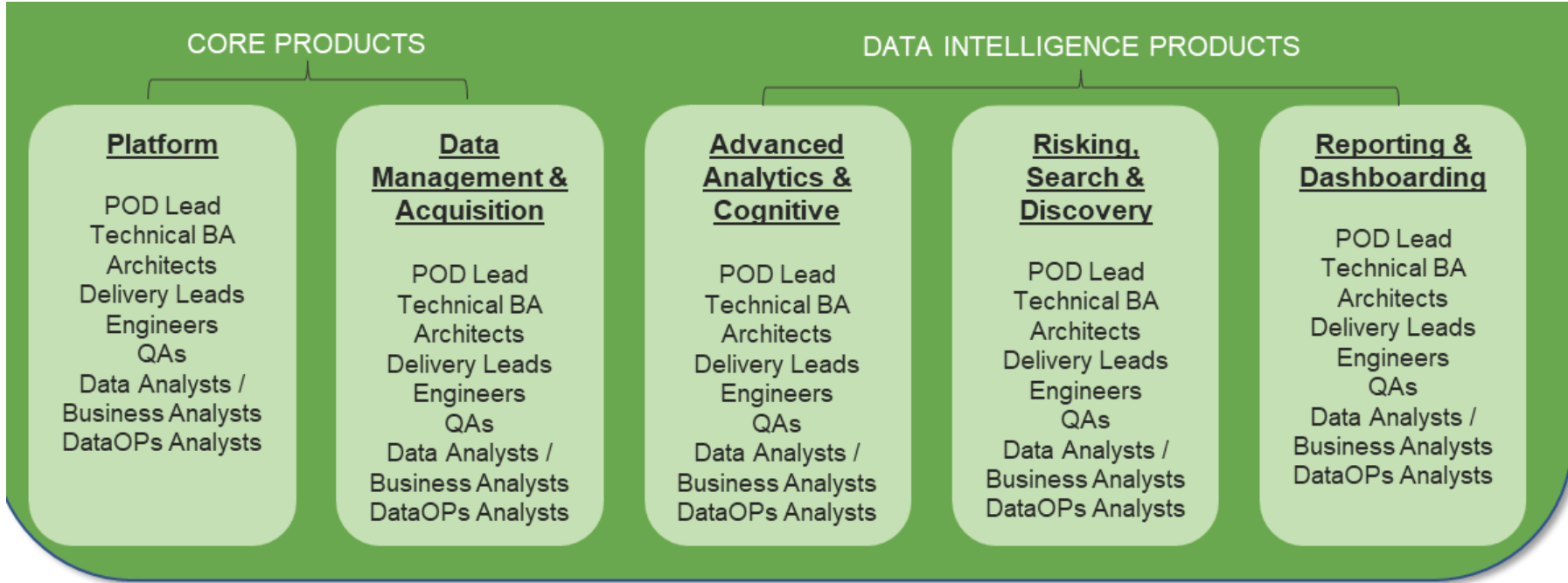


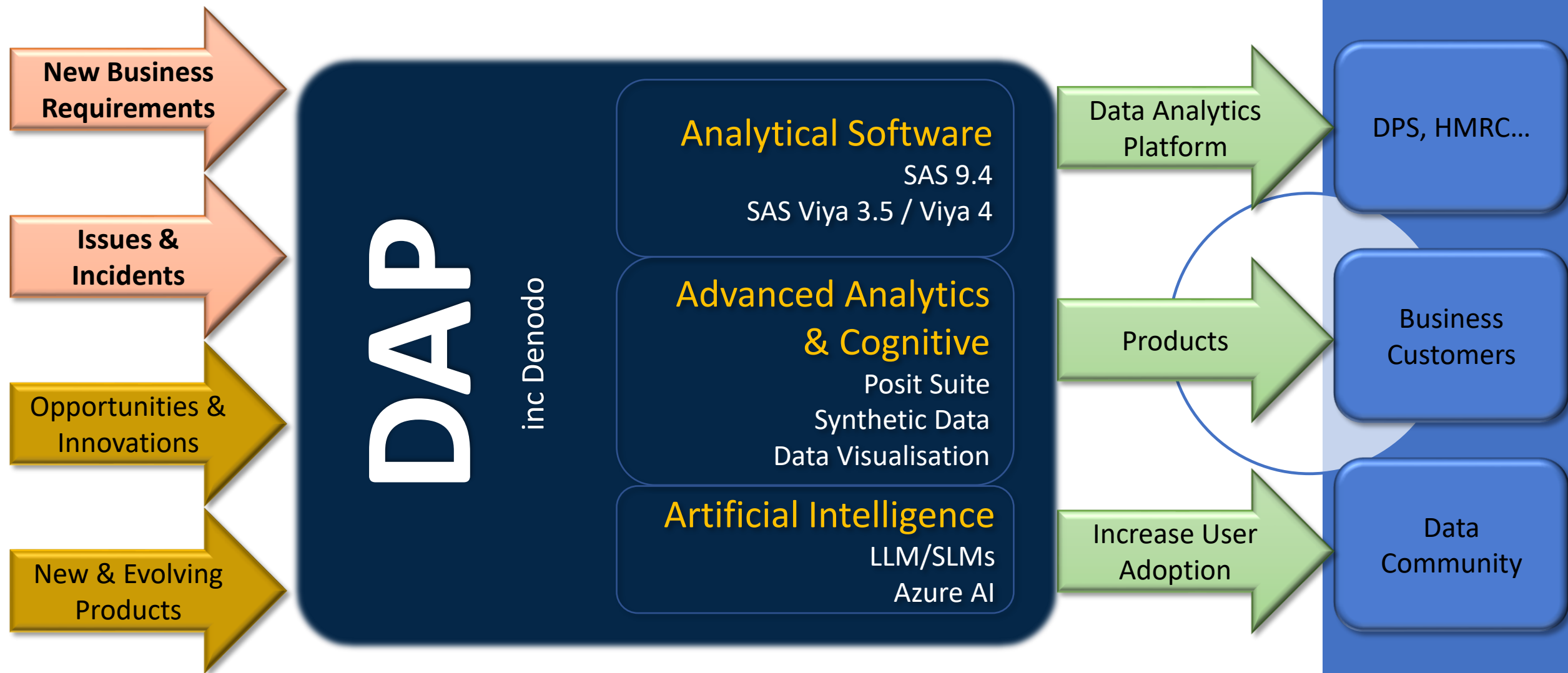
**We expect contracts to be signed shortly after the Alcatel period has closed, dates of which are contract specific.*

Calvin Jepson
Anthony Pratt



CORE
Intelligence





Noal Phillpotts

DPS
Operational Contract
Management

Noal
Phillpotts

Operational
Contract
Team

Carole Meade

Aissat Belarbi

Carl Gordon

Abdul Yasin

Helen Mazs

Sharan
Atwal

Ismail Rauf

Faizal Sidat

Praveen Edirimuni




How we will engage with you during the contract.

- Fortnightly meetings to discuss and review challenges
- On the 10th calendar day of every month during the Project timeline, the Supplier must submit to the Authority Buyer a 'Billing Report' outlining the value invoiced to the Authority Buyer against the remainder of the agreed Charge for the Project
- Monthly invoice meeting to review and agree billing data before invoices are submitted
- Expenses to be clearly identified and pre-agreed for each occurrence
- All invoices submitted by the Supplier must conform to the requirements outlined in the Call-Off Contract
- Each Calendar month the supplier must submit to the Authority a Contract Burn Report outlining the status per the individual contract drawdown; this is based upon Statements of Works
- Any changes to contractual terms or templates



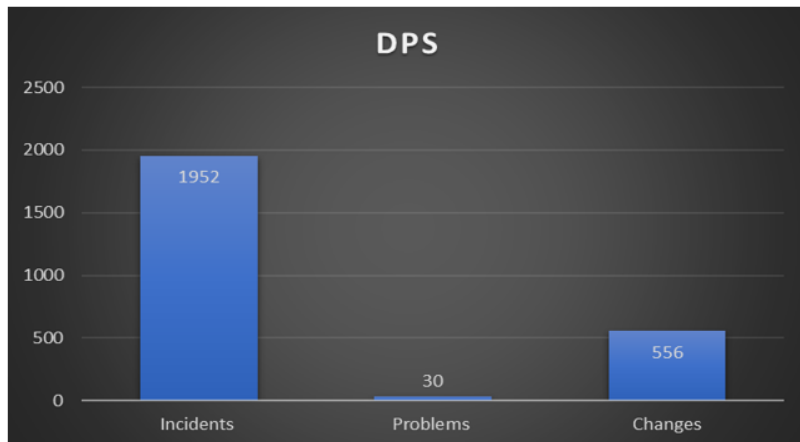
Colin Thompson – DPS Data Operations



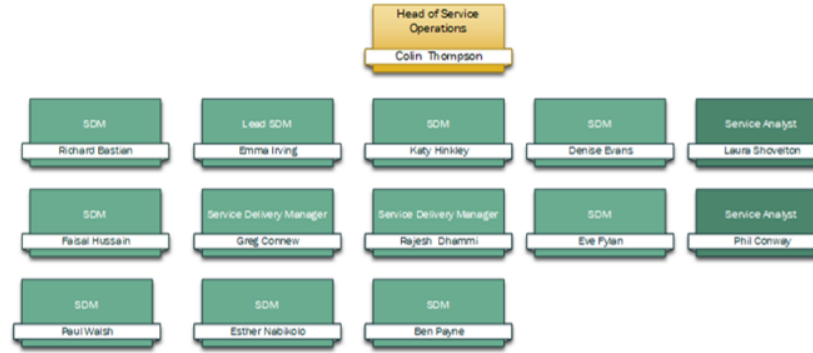
DPS Data
Operations

DPS – Live Service Structure

- 250+ Services across utilising market leading big Data technologies (e.g. Denodo, SAS etc.)
- Multiple business areas delivering critical services (e.g. Borders & Trade)
- 70+ live support organisation utilising DevOps / Agile processes
- ITIL-level incident, problem & change management processes.
- Emphasis on migrating services from legacy to cloud based platforms.



Service Management



Integration of incident, problem and change management processes into a cohesive, single toolset. Enabling tracking and management across the organisation through the use of the Service Now tool.

servicenow[™]



Supplier Underpinning Contract KPI Model

Service Level Management - Standard Service Level Model

Applicable to Supplier Contractual KPIs

A Service Level Package should be applied in full, and not a mixture of Packages

- Supported Hours >
- Hours Per Supported Day >
- Supported Days >
- Bank Holidays Supported? >

KPI Type	Description	
Incident Management	Incident Resolution Threshold In Hours Measured within Supported Hours on Supported Days, Between the States of New & Resolved	Priority 1
		Priority 2
		Priority 3
		Priority 4
		Priority 5
Availability	Availability Threshold Percentage Measured within Supported Hours over a Month	
	Outage Threshold Time (HH:MM:SS) within Supported Hours, over a Monthly Reporting Period	

Support Levels			
Minimum	Standard	Enhanced	High Availability
Service Level Package			
08:00 - 18:00	07:00 - 19:00	00:00 - 24:00	00:00 - 24:00
10	12	24	24
M T W T F S S	M T W T F S S	M T W T F S S	M T W T F S S
No	No	Yes	Yes
Expand & Collapse >			
04:00 Hours	04:00 Hours	04:00 Hours	04:00 Hours
08:00 Hours	08:00 Hours	08:00 Hours	08:00 Hours
1 Day (10:00 Hours)	1 Day (12:00 Hours)	1 Day (24:00 Hours)	1 Day (24:00 Hours)
3 Days (30:00 Hours)	3 Days (36:00 Hours)	3 Days (72:00 Hours)	3 Days (72:00 Hours)
5 Days (50:00 Hours)	5 Days (60:00 Hours)	5 Days (120:00 Hours)	5 Days (120:00 Hours)
Expand & Collapse >			
>= 98.50%	>= 99.00%	>= 99.90%	>= 99.99%
<= 03:00:00 Example 20 Day Month	<= 02:24:00 Example 20 Day Month	<= 00:43:12 Example 30 Day Month	<= 00:04:19 Example 30 Day Month

OFFICIAL



DPS – Supplier Collaboration

- Emphasis on communications with stakeholders. Responses are tailored based on audience.
- Expectation for early and frequent engagement with Service Management throughout the delivery life cycle.
- Suppliers are expected to understand and adopt HMRC processes (for example change management).
- Compliance with Live Service Acceptance processes.
- Transparency and collaborative working methods with Service Management.



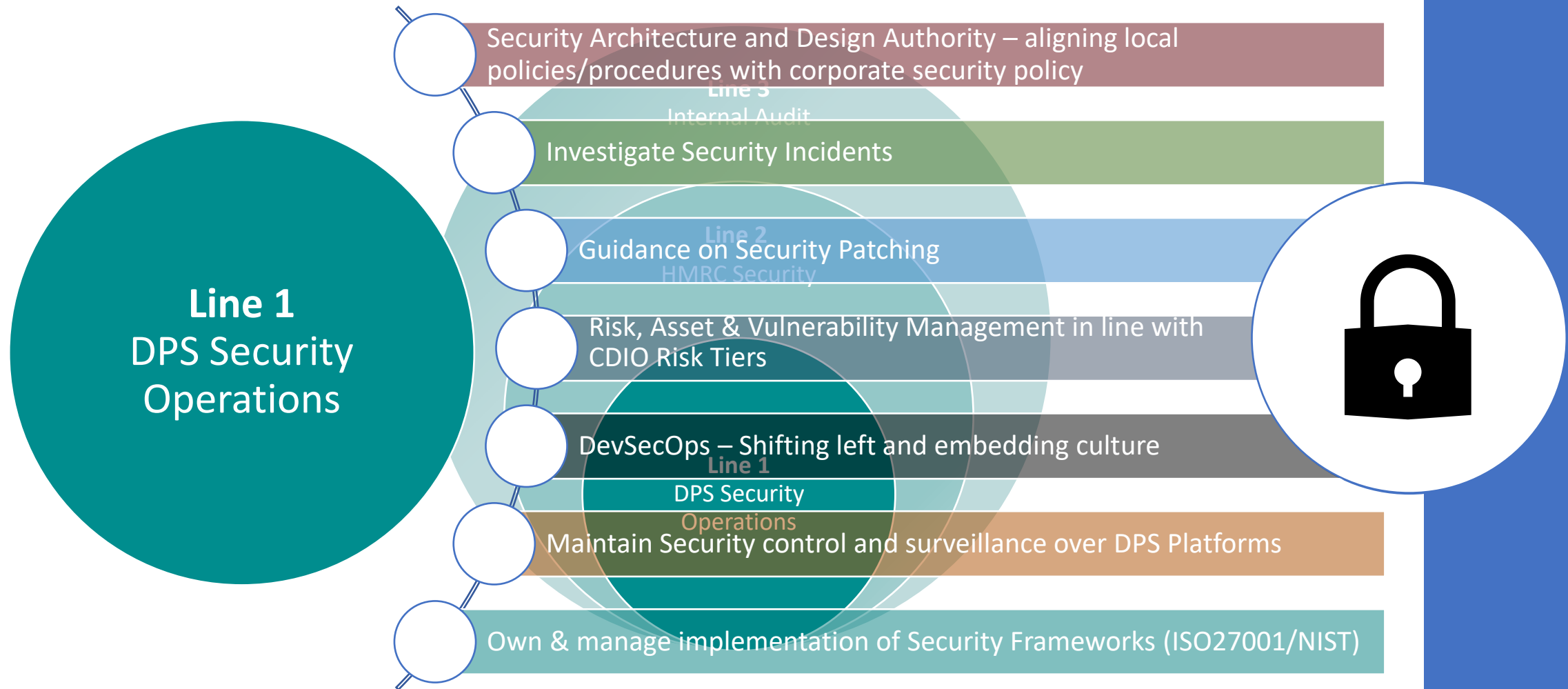
Scott Southern

– DPS Security Operations



DPS Security

HMRC Security Functions



Core Contractual Requirements (Security)

Personnel Security

- Baselines Personnel Security Standard (BPSS)
- **Security Check (SC)**
- Developed Vetting (DV)

Compliance

- Legal/Regulatory (DPA 2018, UK GDPR, CRCA 2005 etc)
- Security Frameworks (ISO27001, NIST CSF, NCSC Min Cyber Security Standards etc)
- HMRC Security Policies

Responsibilities

- ISMS/Security Management Plan aligned to requirements in Annex 1, Sched 9
- Secure/Privacy by design
- Support continuously raising staff awareness
- Mandatory learning

Data Security

- Handling Classified Data/Information
- Security/Data Breaches
- Vulnerability Management
- Secure Comms
- Data processing, storage, management & destruction



Security Assurance Lifecycle



Wrap Up

Feedback to dpscommercial@hmrc.gov.uk
Please put “Meet the Buyer” in the subject line