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Pensions
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Programme

Pensions Dashboards Programme (PDP) Digital Architecture Requirements

Request for Information (RFI)
Questionnaire

Issue Date 22 June 2020

pensionsdashboardsprogramme.org.uk

PDP RFI Questionnaire for Supplier Completion

Submission Deadline:

17:00 – Friday 31st July 2020

There is a 500-word limit per question, please keep responses concise for ease of reviewing.

Responses submitted in this questionnaire will not be shared outside MaPS and the PDP. Please submit your answers online if possible.

Commercial	
1	Please state which element(s) of the Pensions Dashboards Service central digital architecture ecosystem (as set out in the supporting document) your organisation will be interested in bidding for.
2	One of the contractual models we are considering is for a Design, Build, and Run service for the Pensions Finder Service and Governance Register. In your view, are there any alternative commercial / delivery models you believe can help deliver these requirements in the best and most economical way?
3	To allow us to identify the current market and suppliers capacity to bid for our digital architecture requirements, can you state if you participating in any other similar procurement opportunities during 2020/21 which may impact on your capacity and prohibit you from bidding for the PDP requirements?
4	Please advise if your organisation is available through any of the existing Crown Commercial Service (CCS), or any other public sector digital and technology related framework agreements? If yes, provide the full title and reference number of each framework agreement you are awarded to in your response.
5	Is your organisation open to entering commercial partnerships with suppliers available through the following CCS digital frameworks to bid for the high-level Pension Finder Service and Governance Register requirements? <ul style="list-style-type: none"> • Digital Outcomes & Specialists 4 • Technology Services 2 • G-Cloud 11

	If yes, please state your partnership options.
6	Which legal jurisdiction does your company fall under?
7	To assist us in understanding and benchmarking the potential cost of delivering the architecture solution for a Pension Finder Service, and Governance Register, how much do you estimate it would cost to: <ul style="list-style-type: none"> a) Stand up the Alpha (testing) phase for each element? b) Deliver the overall final product / service requirements for each element based on your proposed commercial / delivery model?
8	How would your solution approach support our goals of complete flexibility with respect to ongoing Intellectual Property Rights (IPR) ownership? For example, we may require that the IPR of the whole service is vested in such a way to enable a future change of suppliers of the maintenance, enhancement and operational system. Please state if you intend on using your own framework / tooling or a Commercial Off the Shelf (COTS) product to meet our requirements.
9	At a high level, describe how you will support our requirement to move to another supplier if, and when that situation arises? The scope of this could include future development and/or support arrangements.
10	What, if any, technology related challenges do you foresee in the legal and regulatory areas? At a very high level describe your proposed approach and experience to overcoming these.
11	Describe any areas where you do not have in-house employees providing any technology related services. Outsourcing work is not necessarily a concern, we simply want to gain a sense of what core expertise exists within your organisation.
12	Describe your project delivery approach and how it could fit with our own Agile Sprint based preference of working which is in line with other government bodies undertaking complex digital technology programmes?
Service design	
13	What technical and business challenges do you foresee from creating and consuming services from a wide number of pensions providers?
14	Describe how your solution will provide us commercial, technical and operational flexibility should we wish to separate product development from ongoing BAU support.
15	Please confirm that all core functionality of your proposed solution would be exposed programmatically via some form of API? This approach provides integration and interoperability flexibility should that be required.
16	Describe your approach to the integration of open standards. Do they apply to data, security and information sharing?

17	What experience does your organisation have with the adoption of open common government platforms?
18	Describe the technology implementation you feel is most viable to meet the high-level Pensions Dashboards Service requirements as stated in the supporting document? Specifically, would this be by a Commercial Off the Shelf (COTS) product, custom development or a configured proprietary framework?
19	Please confirm if your organisation already has the capability / existing technical components in place and how you could adapt these to deliver the Pension Finder Service and Governance Register requirements?
20	The architecture depends on a central Consent and Authorisation service. When fully functional, we expect Pensions Dashboards to have a high number of users. In your response please cover the following: a) What evidence do you have that your service will scale to support the likely load? b) How will you design, plan and assure for this requirement? c) Provide examples of any specific technologies or frameworks used.
21	List any publicly visible solutions which you feel provide demonstrable expertise of delivering solutions of this scale and complexity. If nothing is publicly visible, a short summary is fine.
22	Where applicable, provide an overview of the future vision (roadmap) for your proposed solution. If your proposal is bespoke greenfield development with no existing roadmap that is fine.
23	Describe the key design, implementation and delivery challenges as you see them. Be specific to the technology element, not commercial etc.
24	User research is primarily relevant to front end design of the dashboard, and the Pension Finder Service may include a user interface for consent. What if any, formal user research capability exists within your organisation?
Security and assurance	
25	In brief, describe a proposed implementation approach to managing authentication and permissions for a solution such as this? Keeping in mind the scale and stakeholders, please touch on any candidate tools, technologies or frameworks as part of your response.
26	Describe the data security standards and accreditations your organisation currently holds?
27	Describe your approach and experience to managing personal information within large scale IT systems? This includes transmission, capture and storage. Include relevant comparable client work or industry accreditations.

28	<p>The central digital architecture ecosystem will require that no personal data is held or cached.</p> <p>Describe your organisation's process of handling personal data and, how you envisage the search outcomes process can be undertaken without compromising on security protocols?</p>
29	<p>Describe the quality control and assurance approach you take to your work and that of other partners?</p>



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