

# Statement of Requirements – Digital Transformation Partner

## Introduction

Wirral Council is seeking a partner to support with the development and delivery of a digital transformation programme across the Council to drive change and deliver efficiencies. This document sets out the Council's requirements to enable the supplier to provide a presentation as to how their service detailed on G-Cloud 13 delivers against the Council's requirements.

## Strategy

Wirral Council's Digital, Data and Technology strategy sets out the 4 priorities when delivering digital transformation:

- Modernise Customer Experience:
  - The Council is reviewing how customers engage with all services including how digital technologies can help make the engagement more efficient and effective.
- Enable Staff and Members through Digital
  - Reviewing processes across the Council to identify opportunities for digitisation and automation.
  - Empowering staff with the right digital tools, skills and knowledge to enable them to make changes that make a difference.
  - Ensuring staff and members have access to relevant data, as and when they need it, with increased data insights using Artificial Intelligence.
- Increasing Digital Inclusion
  - Ensuring that residents can access digital solutions and have the confidence in their security to use them.
  - Designing solutions around the customer.
- Embedding whole public sector system approach
  - Designing solutions that consider the Council's partners across the public and private sector.
  - Consideration for re-using or sharing solutions with partners.
  - Improving how information is shared across partners.

The strategy recognises the need for ensuring a solid foundation to build the Council's digital transformation upon, and includes the following as enablers for the digital transformation across the Council:

- Data & Applications
  - Development of an application roadmaps, with a view to rationalising applications, exploring the in-house development of applications, and simplifying the integration of applications.
  - Design and implementation of a data platform to provide a holistic view of all data and enrich the Council's data analytics utilising Artificial Intelligence.
  - Development and execution of a data strategy to improve data standards and classifications for better data governance.
- Architecture & Design

- Development architecture principles, ensuring suitable governance in place for solution designs for the ongoing management against the principles.
- Ongoing review of the target architecture to ensure it still meets the needs of the Council.
- Modernised Core Digital Platform
  - Migration of the legacy on-premise infrastructure to cloud technologies
  - Development of automation technologies to support process automation.
  - Implementing an omni-channel Customer Relationship Management platform to simplify how customers engage with the council.
  - Adoption of a single identity for all council services
  - Exploration of smart city technologies and how they could make services more efficient and effective.

## Requirements

The Council is seeking a partner to support the delivery of the 3 year technology roadmap needed to achieve digitally enabled service transformation across the Council, underpinned by the principles and enablers within the Digital, Data and Technology strategy. The key objectives of the digital transformation are to:

1. Deliver modern technology platforms that support the outcome of the customer engagement review, and which enable effective and efficient customer engagement.
2. Review how digital inclusion can be increased and used as an enabler to support wider society and improve social inclusion for staff, businesses, and residents.
3. Digitise and Automate processes, where appropriate, to free up capacity for staff to focus on higher value activities.
4. Support transition to a secure, resilient infrastructure and operating model upon which the Council's digital services can be delivered.
5. Develop application roadmaps with a view to rationalising applications, exploring options for in-house and collaborative development, and simplify the integration of applications.
6. Support the development and execution of a data strategy to improve data standards and classification for better data governance.
7. Further develop an underpinning data platform and strategy for the management, governance, and analysis of Council data to provide a holistic view of all data and enrich the Councils data analytics using AI, to ensure data continues to drive decision making.
8. Support the creation of an Internet of Things (IoT) strategy as to how smart technologies can be used to improve and drive efficiencies across Council services.
9. Embed the architecture principles and develop suitable governance structures to ensure all solutions are designed against the principles.
10. Provide technical assurance of the target architecture to ensure it still meets the needs of the Council.
11. Build digital capability and simplify the adoption of new technologies across the Digital Data and Technology function, wider Council departments, and Wirral as a place.

## Approach

The Council expects the partner to work with the Council on all stages of the project lifecycle from conception, including the development of the business cases, through to the design, implementation, and transition phases. The partner will support with the Programme and Project

governance as well as the Adoption and Change required to ensure the success of solutions and the realisation of the agreed business benefits.

## Assessment

To ensure the Council appoints the right partner, it is requested that the potential partner delivers a presentation on how their G-Cloud 13, to include:

- How the offering delivers against the Council's requirements.
- The approach to working with the council, and ensuring a success of the partnership
- Case studies detailing previous engagements, setting out the requirements, how it was delivered and the approach taken.