

GDS Global Digital Marketplace Programme - alpha phase supplier engagement event, 07 August 2019

Questions and answers

	Question	Answer
1	The ICT Commissioning Playbook, is this the one published with the OECD?	Yes [please see here] .
2	Are you helping with translation?	Yes. So far we've been covering that, particularly if going as a group. We can find translators with the Foreign & Commonwealth Office (FCO) at British Embassies and High Commissions.
3	Does new discoveries mean new countries?	Not in this phase but likely to include new and revisited subnational engagements, i.e. with states / provinces and cities / municipalities.
4	Have you looked at countries' electricity supplies during your discoveries, as this can limit technology options?	We didn't look at infrastructure. It may have come up but not specifically.
5	Culturally how have you found it engaging - how welcoming of the collaboration are the countries?	Very open. Even though the subject matter of corruption may be negative, our conversations turned quickly to the positive outcomes and impacts of reforms, e.g. better public services, better value for money, increased transparency, and increased civic participation. Political leaders have campaigned on manifestos to address this. Warren has done a lot of work to open doors and engage with stakeholders.
6	Have you started thinking about what the alpha phase would look like for suppliers' involvement, how you will divide up the work?	We haven't yet; we wanted to share where we have got to as we reached the end of the discovery phase. This is the beginning of a series of engagements, and certainly once we have agreed roadmaps across all countries for the next 12-18 months, that will help define where these opportunities could be for working with UK suppliers.
7	When you publish on the Digital Marketplace, how will they be open to	We will be using the UK Digital Marketplace to publish these opportunities. As part of the propositions we could be helping the countries to create their

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	suppliers?	own Digital Marketplaces and commercial routes to market, and where we can re-use existing elements, components, design patterns, etc then we absolutely will.
8	The technologies you wanted to develop, what assistance might be required of companies or teams in countries. Do you envisage our teams working with teams in (say) Columbia, or doing it here in the UK and translating?	Maybe a bit of both but this will depend on readiness. Ideally we would want to work with domestic in-country teams as soon as we can. This requires us to identify the skills and capabilities needed (whether in government or in their supply chains), and therefore any gaps that might exist. Over the course of the programme, this could present some interesting opportunities for partnerships between domestic in-country suppliers and UK suppliers.
9	The Digital Marketplace doesn't facilitate consortium bids?	One of our discovery phase work packages was delivered by a partnership of two suppliers, and collectively across all work packages we saw 5 different SME suppliers working together. GDS took responsibility for managing that multi-supplier delivery to make it happen. When we commission work to support our alpha phase, we'll actively encourage collaborative bidding and we'll continue to split delivery into smaller packages of work. The following guidance has been provided by the Crown Commercial Service (CCS) regarding consortia and subcontracting. Points 7.7 to 7.10 in the 'Invitation to apply' document of the current Digital Outcomes and Specialists (DOS) 4 procurement, covers consortium proposals. As this is a live procurement, any specific questions regarding this must be asked via the supplier's Digital Marketplace account. Outside of creating a consortium as part of their application for a place on DOS4, if suppliers wish to work together in response to a DOS opportunity

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		published on the Digital Marketplace, they can do this through the subcontracting provisions as described in the DOS framework agreement.
10	We find that we get little feedback on our tenders. Is there anything you can do to encourage buyers to provide useful feedback to suppliers?	Buyer feedback on suppliers' bids featured in the CCS digital buying community of practice meet-up, which was held on Tuesday 06 August. We'll share this with CCS who are already helping public sector buyers, to encourage better feedback being provided to suppliers. You can notify CCS and let them know if you don't receive feedback.
11	Are you thinking of suppliers for specific countries or all five countries at once?	This remains to be seen but we're open to what's best to support delivery.
12	Broadly speaking, what does success look like for alpha?	A handful of prototypes, proof of concepts and pilots in each country at national and regional levels; small first steps, which can be iterated on, building trust, confidence, and capabilities and capacities, working in the open and transparently as we go. The governments' stakeholders are keen but need support to work in different ways.
13	What are the opportunities and what do you want from us as a supplier?	We need to complete our current discovery to alpha transition phase, during which we're co-developing with the countries our prioritised roadmaps for the next 12-18 months. Once finalised, we'll be able to share further details with more clarity and certainty.
	What you've presented is very broad. What sort of areas?	What Chantal went through during the presentation. We will be more specific as soon as possible.
14	Are you providing training in culture and capability in delivery?	Building institutional capabilities and capacities is the 5th 'pillar' of the Global Digital Marketplace Programme. We would look to achieve that through delivery, e.g. if lacking in user-centred design, we would introduce that as part of the delivery of our prioritised propositions.
15	What flavour of skills and roles were part of	Across the GDS and supplier teams, there were typical discovery roles, e.g.

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	the discovery? Any engineering development work?	user researchers, business analysts, product managers, delivery managers, etc. Supplier partners may have had a different combination with specific subject matter expertise, e.g. on open data, on procurement policy and regulation, etc. So far not but yes we do expect that may be required during the alpha phase.
16	Will prior experience of working in these geographies and cultures be part of the evaluation criteria?	Not necessarily; once we've finalised the prioritised roadmaps and therefore the opportunities for UK Digital Marketplace suppliers to be involved, we'll develop our evaluation criteria to match the capabilities needed and the nature of the work involved.
17	Is reducing corruption a key performance indicator (KPI) for this programme? Are you fundamentally trying to find measures to reduce corruption and open for suggestions that might affect that KPI? Should we be bringing suggestions before procurement or during procurements, e.g. defence contracts, lessons learned?	Yes. Yes absolutely. The results and impacts achieved by this programme are monitored and evaluated by FCO. This could be explored at the next stage when we've agreed the prioritised roadmaps, and yes we're interested in suggestions.
18	One country's corruption is another's standard and acceptable practice. Is there a definition on what we want to move towards?	There are a number of multilateral organisations we're talking to that are working to tackle bribery and corruption, e.g. the United Nations (and its Convention against Corruption), the World Bank and the OECD. Our work aligns with accepted global definitions and supports coordinated combative initiatives. Country-specific reviews carried out by such organisations, whether covering digital transformation or public sector integrity, can be used as our benchmarks including the recommendations that they've made.

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19	What's your best guess risk assessment for stoppages and delays, post 1st November, given the nature of this work?	This is a multi-year funded programme and so far we've been able to crack on with our work. There is a link with future trade but we've got to do the initial work to enable that in what are priority emerging markets, such as Southeast Asia, Southern Africa and Latin America.
20	Are you confident suppliers won't put together teams that are then pulled?	We expect to complete the prioritised roadmaps over the course of the next couple of months. Therefore as we re-engage before we commission services for the alpha phase, we'll have more certainty around this time.
21	Why are these markets of particular interest?	The countries we're working with in this phase are priority countries for the FCO's Global Anti-Corruption Programme. Outside of that there's interest in terms of the UK's future trading relationships.
22	Are language skills relevant?	They're very helpful, for example we've recruited into our team people who can speak the languages. If translation is a requirement we would cover that.
23	When you commission services, will one of the essential skills / criteria be 'must be able to deliver to GDS standards'?	This also featured in the CCS digital buying community of practice meet-up, which was held on Tuesday 06 August. No, but we would ask for experience of working in ways that are consistent with GDS standards.
24	If we can't provide someone who can speak any one of the languages of these countries, will that be counted against us?	No it won't; it's not a disadvantage. As previously stated, we can find translators with the FCO at British Embassies and High Commissions.
25	Countries tend to produce procurement documentation (and expect responses to that) in their nature language. I'm assuming that these procurements won't just be for the Global Digital Marketplace Programme and they'll be open to in-country competitors as well?	These procurements will be to support our delivery of the alpha phase which, in time, will help countries to support their procurements that will be open to their domestic markets as well as international markets - whatever their laws and regulations state in terms of how they procure.

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26	So there won't be any local procurement?	No. We may find that there is something to do locally, which will be shared as part of our re-engagements with UK Digital Marketplace suppliers, but we've not yet identified that.
27	What's your timeframe for sharing the roadmaps ahead of doing the DOS procurements? When is it likely that the DOS opportunities will be published on the Digital Marketplace? Do you expect it to be this side of Christmas?	A couple of months from now. We're still in the discovery to alpha phase transition period where we've engaged with Mexico and South Africa, and we're about to engage with Indonesia and Malaysia, and finally Colombia. Firming up our scope and narrowing down the propositions for each country, will help us to develop our procurement plan. We don't have firm timescales yet but it's likely to be within 2-3 months. We expect it to be this side of Christmas.
28	Will there be opportunities for small suppliers and start-ups or just established suppliers?	This isn't about the size of a supplier, so yes there will be opportunities. This will depend on the skillsets we'll be looking for and if you can show that you have those then absolutely.
29	Will the roadmaps be shared?	That's the plan. We'll be as open as we can be unless guided otherwise by our partner governments, and then we'll share what we can openly.
30	Will any of the opportunities be in English currency?	We'll pay suppliers in £ for commissioned services delivered.
31	What do the next phases look like in your head?	The alpha phase will be largely made up of a handful of prototypes, proof of concepts and pilots in each country at national and regional levels. There's also likely to be additional ongoing research running alongside that. The alpha work could cover digital and technology delivery, policy and

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		standards, capability building, etc - what was detailed in the slides.
32	Are we exporting? Are we expected to get work visas? What about liability for staff going to these countries? Is this all wrapped up in the DOS terms and conditions?	It wasn't an issue for our 5 discovery phase supplier partners. Nothing was required outside of normal travel conditions. If multi-entry visas are required - depending on the delivery profile relating to the roadmaps - we'll deal with this as part of the alpha phase planning.
33	Could local suppliers challenge us that we've 'stolen' work from them?	GDS is the contracting authority who's commissioning services to support the delivery of our alpha phase. Suppliers appointed will be working on behalf of GDS. We will consult with FCO for guidance and clarity on this point, and will share in due course.
34	What did you test during the discovery phase?	This is covered in the blogpost about the work we've done so far. Raw research material is not something that will be shared. All propositions are the result of the research collectively conducted during the discovery phase.
35	Will the blogpost contain the presentation slides shared today?	Yes, as well as a transcript of these questions and responses.