

eMarketplace Use cases and Building blocks

Description	Use case 1	Use case 2	Use case 3	Use case 4
URL	URL	URL	URL	URL
Name	IT Communications Equipment Supply and Services- Grace Academy Darlaston	Ministry of Justice, supporting HMPPS HMPPS & Digital Prisons Data & Reporting	Occupational Health Services and Employee Assistance Programme.	Mental Health Treatment Requirements (MHTRs) in Devon & Torbay for NHS England (NHSE) South West
Problem to be solved	<p>The school has approximately 1100 students and 125 staff members. These numbers are expected to grow to 1500 students and 200 staff over the coming years. Staff (and some students) are allocated personal laptops to use. All other students use desktops when they are in lessons that require the use of computers. The academy has standardised on using Microsoft 365 cloud services that operate alongside services provided by on-premise virtual servers (a hybrid model). The continued use of on-premise virtual servers is uncertain. The academy/Trust may utilise Microsoft Azure cloud services and/or move certain core server services to other data centres in the UK.</p> <p>The academy wishes to replace and improve its switch, Wi-Fi and internet connectivity so that it will be fit for purpose over the course of the next 10 years.</p> <p>A tender is being advertised for the following:</p> <ul style="list-style-type: none"> - Design - Equipment vendor recommendation - Procurement - Installation - Configuration - Testing - Handover - Documentation - Ongoing support 	<p>Accurate, responsive data and reporting in HMPPS is essential to running the day to day operations and providing management information and performance data to manage the estate, improve safety and reduce reoffending.</p> <p>A recent discovery in prisons has found that reporting does not meet user needs and is often inefficient, complicated and time consuming.</p> <p>We require a modern, flexible reporting capability that will enable improvements in the quality of reporting, reduce staff time spent producing and understanding reports and ultimately improve performance, safety and reoffending.</p> <p>As a result of the discovery into prison reporting, a data and reporting platform proof of concept has been built.</p> <p>We are seeking a supplier who will build on this work and</p> <ul style="list-style-type: none"> • Take the proof of concept and build and deploy a data & reporting platform to production. • Integrate, ingest and join data from additional legacy and digital services. • Build a number of exemplar reporting services for HMPPS users. • Design, test and document processes for the further build and deployment of additional reporting services. • Hand over the ongoing support of the platform and the creation of additional reporting services to internal MOJ teams. 	<p>An Occupational Health contract is required to provide a range of OH services that will support the health and well being of all employees.</p> <p>Thanet District Council is looking to appoint a suitable supplier for the provision of Occupational Health Services, Health Surveillance Services and an Employee Assistance Programme. The Council requires a robust occupational health service provision that will work in partnership with key stakeholders including; Human Resources, Health and Safety and managers.</p> <p>The Occupational Health (OH) service contract will need to will support the Council by providing independent and professional diagnosis, prognosis and advice on employee health problems resulting in either long term or short term intermittent absence and/or health problems that impact on an employee being able to fulfill their role including organisational wide steps to reduce sickness absence. The contract should provide screening and surveillance services in the initial stages of ill health and developing solutions to keep staff with health issues at work. As well as Lifestyle, health promotion and wellbeing services increasing productivity and staff retention.</p>	<p>The CSTR Programme aims to develop pathways to enable and facilitate the increased use of all three treatment requirements:</p> <ul style="list-style-type: none"> - Mental Health Treatment Requirements (MHTRs) - Drug Rehabilitation Requirements (DRRs) - Alcohol Treatment Requirements (ATRs) <p>The aims of the service are to:</p> <ul style="list-style-type: none"> • Increase the proportion of offenders with mental health issues for whom an effective mental health treatment plan is in place. • Reduce re-offending by addressing the underlying causes of offending behaviour. • Prevent custodial sentences (especially short ones), by offering robust community treatment options. • Provide tailored mental health support to the most vulnerable offenders. Individuals supported by pilot sites included those who suffered from post-traumatic stress, trauma, bipolar, personality and phobia disorders, psychosis and ASD.
Potential BBs	<ul style="list-style-type: none"> • Cloud/Digital Infrastructure • Information Mediator • Security • Scheduling • Workflow & Algorithm • Client case management <p>Doubt:</p> <ul style="list-style-type: none"> • Payments • Messaging • Digital Registries • Identification & Authentication 	<ul style="list-style-type: none"> • Information mediator • Security • Reporting & Dashboards • Analytics & Business • Digital registries • Cloud/Digital Infrastructure • 	<ul style="list-style-type: none"> • Information mediator • Security • Digital Identity & Verification • Payments • Scheduling • Workflow & Algorithm • Digital Registries • Identification & Authentication • Messaging • Reporting & Dashboards • Analytics & Business 	<ul style="list-style-type: none"> • Information mediator • Security • Digital registries • Scheduling • Reporting & Dashboards • Analytics & Business <p>Doubt:</p> <ul style="list-style-type: none"> • Workflow & Algorithm

Rationale in selection of Use case-3

The working group has discussed various key activities performed under eMarketplace such as Procurement, Sales, and Facilitation. The group opined that one of the most time consuming activity in Governments is procurement and thus decided to work on “Procurement” processes.

In general, we have many possible use case categories such as Government to Government (G2G), Business to Government (B2G), and Government to Public (G2P) and so on. Given the time, the working group has identified the following, to be the most relevant w.r.t the objectives of the GovStack initiative.

- (1) Government selling to public (G2P)
- (2) Businesses selling to government (B2G)

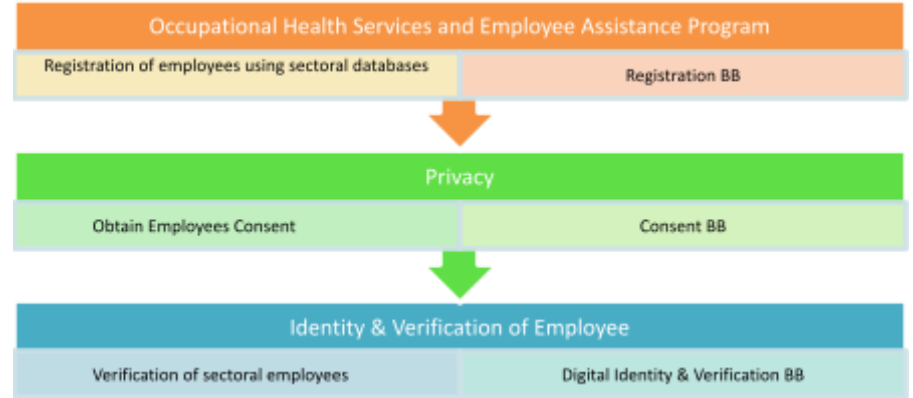
The below section focuses on the first sub-category of use case i.e. G2P.

Use case perspective

The working group has explored more than 10-12 use cases in this category by researching various government procurement portals (of UK and India). The group selected the use case “Occupational Health Services and Employee Assistance Programme” for the following reasons.

- The use case demonstrates the procurement of health services for a hospital (G2P). This is a basic and most common service for any health department/ministry in a country.
- The use case has key important processes such as advising and assisting employees, multi-sectoral employees, health surveillance, attendance monitoring and so on. In the parlance of computer applications, these processes are correlated to registration and identity verification of employees, accessing multiple data registries, reporting and dashboard, business analytics, transaction of payments/bursaries between health provider and the employees
- The use case involves application of multiple GovStack building blocks.

Logical processes blue print (use case perspective)



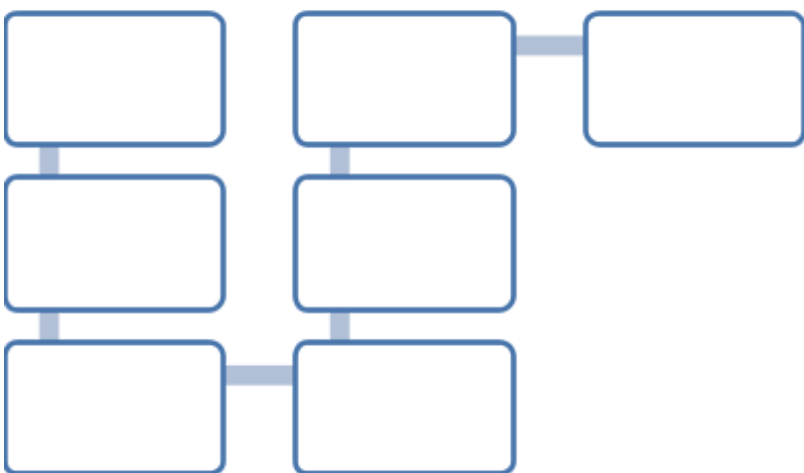
Mapping service calls to Building blocks (use case perspective)

EMARKETPLACE Building Block Perspective

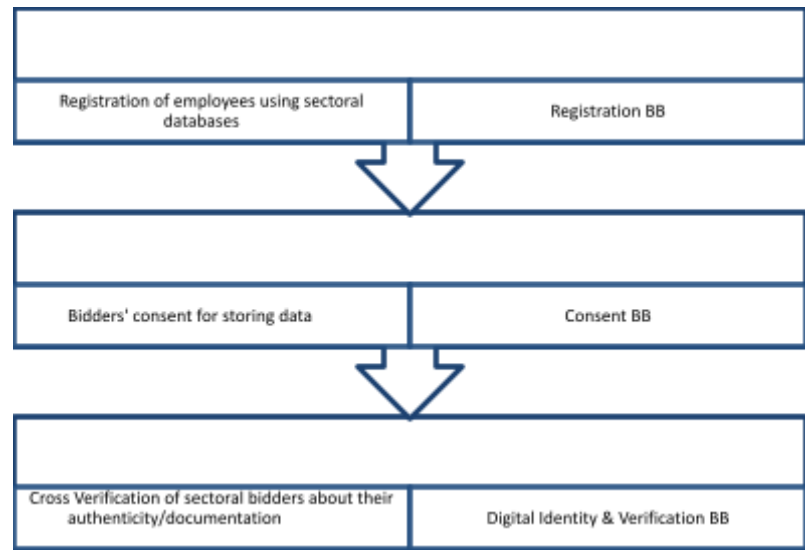
....for the following reasons.

- The use case involving availing services from business through procurement platform. This is a basic and most common service for any department/ministry in a country.
- The use case has key important processes such as registration of bidder, cross-verification of bidder's details using existing database, evaluation of multiple bids, monitoring the timelines of procurement process, communication with the bidders, final payments to the bidder upon delivering the project, closing of the procurement and so on.
- The use case involves application of multiple GovStack building blocks.

Logical processes blue print (BB perspective)



Mapping service calls to Building blocks (BB perspective)



- Communication with bidders (Messaging BB)
- Technical & Commercial Evaluation of Multiple bidders (Workflow BB)
- Legal evaluation after the approval of Contracts Committee (Workflow BB)
- Monitoring the timelines of procurement (Scheduling BB)
- Closure of procurement process (Payments BB)
- Coordination with Finance for payments (Workflow BB)

Objectives

To freeze scope for e-marketplace BB by identifying a few diverse use cases and porting them on the framework as described in the Govstack Cookbook (Shared by Ram)

What have we done as of now?

<copy from doc shared by Vikash>

TODO for tomorrow

1. **Copy all content from doc shared by Vikash | Ravi**
2. **Pick a use case for Businesses selling to Governments | Vikash**
3. Pick a use case for G2P
4. **Extend the written work created by Vikash and ensure end-to-end completion | Vikash**
5. Apply Generic Inquiry Model v0.2 on the selected use cases | Ravi
6. Identify the microservices | Ravi and Umesh
7. Identify the BBs that these microservices will be talking to | Ravi and Umesh
8. **Verify output with Ram (First draft of the doc)**