

## 1. me.gov

### 1.1. Prestige Project

Central to the vision of modernising government is the drive to provide integrated, efficient and effective services dedicated to serving all our citizens.

This will mean using the latest information age technologies combined with new and dynamic partnerships between government and industry to deliver services that are widely accessible, seamless and cost effective.

The UK Government Portal, of which me.gov is the front end, is the flagship project for delivery of a major element of the government's Information Age agenda.

me.gov is therefore an extremely prestigious project with a high level of ministerial interest. The successful contractor will be highly visible to the public and will face considerable challenges to deliver high quality and innovative services that live up to the expectation of both government and the citizen.

### 1.2. What is me.gov

The Government Portal has three major components:

- The front end, being developed under the working title 'me.gov'
- The middle layer which has the working title of 'Government Gateway'
- The back end which links existing and new departmental services, and has the working title of 'portal data schema project'

me.gov is the most visible part of the portal and will be delivered first. It will provide an easy to use, trusted and personalised service allowing the citizen to deal with government on a one-to-one basis whilst presenting government as an integrated organisation.

It aims to be the citizens' 'personal window' on Government and the preferred method for the citizen to engage with the public sector. me.gov will provide the citizen with multi-platform access to information, on-line and interactive services related to all or any part of Government.

me.gov will create a highly personalised and unique experience for citizens' contact with Government.s

me.gov will be delivered via a three phase programme. The key milestones are:

- me.gov phase 1 – is defined as the period from award of contract up to, but not including, the Go Live of the Initial Service (currently planned for July 2000).

- **me.gov** phase 2– Initial service available from July 2000. This will incorporate key services and components and provide the platform for evolution of **me.gov**
- **me.gov** phase 3 – Operational Service available from July 2001. Extended set of services and features and the basis for a self-sustaining commercial model.

## 2. Background

### 2.1. *The Contract*

CITU has commenced a procurement to award a contract for the development and provision of the **me.gov** Citizen Access Service. This is a GTC procurement under the category definition of “electronic commerce, security and trusted third party”. The procurement process and award of contract is subject to GTC procurement and contractual terms. **me.gov** is a working title that may change before commencement of a live service or after.

The initial Request for Proposals was issued in December 1999 to all GTC Contractors in the category of electronic commerce, security and trusted third party. The resulting proposals have been evaluated and a short list of contractors is now invited to respond to the Invitation To Tender (ITT). The full ITT comprises the documents listed below;

- Cover letter
- Conditions of Procurement
- Special Terms of the Order
- Statement of Requirement – this document

These contractors are referred to as GTC Contractors for the purpose of this procurement.

### 2.2. *The Requirement*

The **me.gov** service is the citizens’ Window on Government information and Services. It is part of the Government’s programme of modernisation and improvement of public services. The White Paper “Modernising Government” which was published in March 1999 sets out the Government’s vision and proposals for reform. A key commitment of the White Paper is Information Age Government. The Government has begun to harness new technology to meet the needs of the citizen and business.

The benefits of Information Age Government are perceived as better service delivery and more efficient working. The development of electronic service delivery is integral to the Government’s aim to deliver improved public services. This also requires joined up working between different parts of Government and providing convenient ways for the citizen and businesses to communicate with Government and receive services.

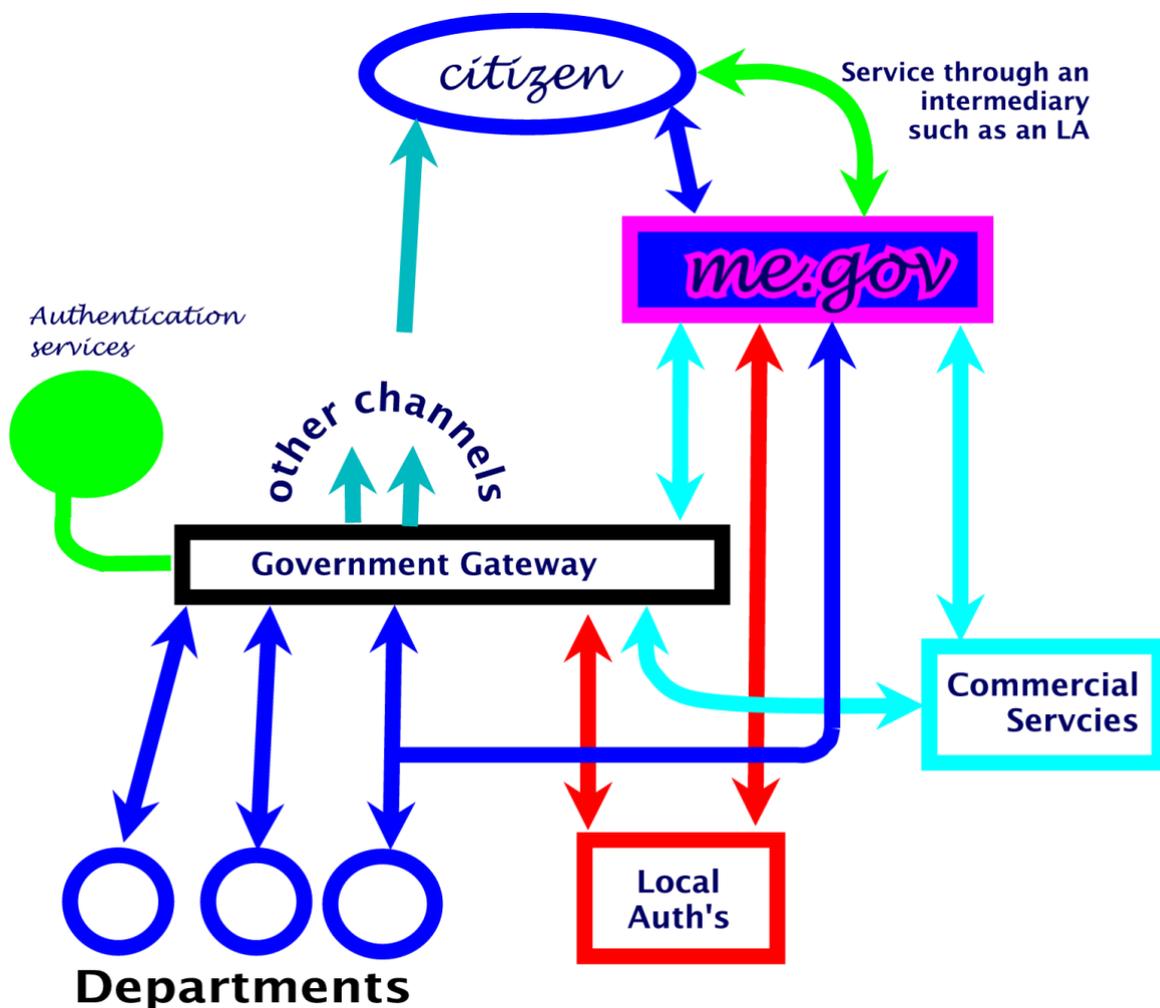
**me.gov** will facilitate joined up Government and electronic service delivery.

The Government is developing an electronic gateway with the aim of linking the widest possible range of Government services and information. **me.gov** will operate as a “front end” to the Government Gateway. It will enable the citizen to access Government services and information electronically and to develop a personal profile with respect to their dealings with Government. It will facilitate the organisation of public services around the needs of the citizen and will facilitate seamless service delivery. It will also help realise the concept of joined up Government by enabling the citizen to notify different parts of Government of a change in status, such as name and address, by a single and simple electronic transaction.

### 3. me.gov and the Portal architecture

The diagram illustrates the Government's portal architecture within which me.gov will operate. A Portal Demonstrator project has been completed. An ITT for the Gateway will be issued shortly. Copies of the Gateway ITT will be made available to contractors at the earliest opportunity since this Government Gateway will be rolled out across Government and me.gov will need to be scaleable to match its development and its services.

In addition to interaction with Departments through the Government Gateway me.gov will be required to work directly to existing and developing departmental systems, portals, gateways and services prior to their [probable] inclusion in the Gateway. me.gov will accept inputs from local authorities and commercial services in addition to the Gateway. The GSI is not shown on the diagram but is expected to be the primary link to Departments.



## 4. me.gov Requirement

### 4.1. General Requirements

The requirement is for the development and build of **me.gov** as a managed service and the ongoing service provision. CITU will work closely with the service provider from the initial build stage through to the ongoing service provision.

CITU seeks innovative proposals in terms of the development, build and provision of **me.gov**. There is no formal requirement for innovative funding models, however, GTC Contractors are free to make proposals.

CITU understands the overall business and capabilities of GTC Contractors. GTC Contractors should not submit general corporate and marketing information about their organisation unless it relates to a change of status since the GTC status was established.

The proposal should specifically address the requirement.

### 4.2. Development & Maintenance of Personal Profile

The personal profile will specify which parts of Government each citizen wishes to deal with electronically and the type of services and information they are interested in receiving. It will act as the mechanism by which the citizen can search for information of personal interest, enable the communication of changes in circumstances and conduct transactions with Departments. It will support a private citizen controlled store of personal information which may be used by the citizen for completion of transactions but may not be accessed directly by other means.

- Requirement 1 -** GTC Contractors must propose how they would meet the requirements with respect to the citizen's personal profile
- Requirement 2 -** GTC Contractors must propose how they would enable the citizen to be able to maintain and update their personal profile.
- Requirement 3 -** GTC Contractors must propose how they would enable the citizen to be able to use **me.gov** to notify local and central Government of their name and address and any subsequent change in circumstances by way of a single transaction.
- Requirement 4 -** GTC Contractors must propose how they would facilitate interaction with the citizen by providing active prompts to the citizen's personal profile.
- Requirement 5 -** GTC Contractors must specify how he will demonstrate the authentication and security of the citizen's profile in ways that will satisfy the authorities and in ways that will satisfy the citizen.

### **4.3. Scalable System**

The **me.gov** system will be implemented alongside the Government Gateway. It must be scalable to the roll out of the Government Gateway across Government and the wider public sector.

- Requirement 6 -** GTC Contractors must propose their solution to ensure the scalability of **me.gov**.
- Requirement 6a -** GTC Contractors must confirm their agreement to work with the Contractor(s) operating the Government Gateway project.
- Requirement 7 -** GTC Contractors must state their anticipated hit rate on the site in July 2000, January 2001 and July 2001. If possible this should be broken down by service.
- Requirement 8 -** GTC Contractors must identify the anticipated registered population in July 2000, January 2001 and July 2001 and confirm their ability to cope.
- Requirement 9 -** GTC Contractors are invited to describe how the resilience of the system will be increased as it is scaled up.

### **4.4. Access Media**

The initial means to access the interface to the **me.gov** service is expected to be via a web browser from a PC. It is envisaged that the citizen will later use a variety of other means.

- Requirement 10 -** GTC Contractors must propose their solution for the initial access media for the provision of the **me.gov** service.
- Requirement 11 -** GTC Contractors must propose additional access media for the **me.gov** service and identify when these will be available.
- Requirement 12 -** GTC Contractors must state how the user profile will be made available across different access media.
- Requirement 13 -** GTC Contractors must identify clearly novel aspects of the proposed access media, such as means of simplifying citizen data input or output.

### **4.5. Data Standards**

In order to facilitate the exchange of data between disparate Departmental systems and the Government Gateway common agreements are being developed for the use of XML and XSL. The **me.gov** service platform will need to be able to support the agreements and the schemas in order to communicate directly with Departments and with the Government Gateway.

**Requirement 14 -** GTC Contractors must confirm the ability of their proposals to work with XML/XSL and their willingness to participate in the Departmental committees developing these proposals.

**Requirement 15 -** GTC Contractors must identify any existing cross-community XML/XSL activity they, or their partners, are actively involved in.

#### **4.6. Accessibility**

Where feasible all groups within society should have equal access to Information Age Government services.

**Requirement 16 -** GTC Contractors must propose measures to ensure that **me.gov** is both user friendly and accessible to all citizens. If all the proposed measures are not to be in place by July 2000 then a timetable must be provided for the take on of new accessibility measures.

**Requirement 17 -** GTC Contractors must propose mechanisms that will aid citizens in overcoming difficulties using the **me.gov** interface.

#### **4.7. Management Information**

The first requirement for management information addresses the need to run a service which is trusted by the citizen, Government and the law. The details of the information required will be dependant upon the system design and functionality. They will therefore be developed with the Contractor during the project.

**Requirement 18 -** GTC Contractors must detail how they will make available, upon request, appropriate management information to provide an audit trail for the purpose of protecting all parties in the event of dispute.

The second requirement for management information addresses the need to run an effective and efficient **me.gov** service. In addition to routine uptime performance figures information will also be required on an application by application basis so that application usage levels can be identified. Statistics on incomplete transactions will also be required.

**Requirement 19 -** GTC Contractors must state how and what they will make available in the way of management information and reports required to effect an efficient service.

#### **4.8. Availability**

Poor system availability and response time will reflect badly on the **me.gov** project. In order to evaluate the quality of the service being proposed and as a metric for the July 2001 review of performance, anticipated availability figures are required.

**Requirement 20 -** GTC Contractors are required to state as a percentage of the time in a week, a 30 day period and the year from July 2000 – July 2001;

- The anticipated worst case percentage down time of the **me.gov** platform
- The unacceptable level of downtime - at which the service is to be considered contractually unacceptable.

**Requirement 21 -** GTC Contractors are required to state the maximum length of any single down time [due to the **me.gov** platform] - at which the service should be considered contractually unacceptable.

**Requirement 22 -** GTC Contractors are requested to provide real down-time figures from similar sites, should they consider this useful for the evaluators.

**Requirement 23 -** GTC Contractors must explain how they will avoid depriving citizens of service at initial launch through greater than anticipated traffic preventing site access.

## **4.9. Data Protection & Security**

### **4.9.1. Data Protection**

**me.gov** must respect the privacy and the protection of personal data. Data protection is an objective of Information Age Government.

There are risks to assets – as defined in the Security Framework - and the credibility of Government and to the confidence of the citizen through mistaken identity, inadvertent disclosure and inappropriate transfer of data.

Cause 23 of the SPA requires compliance with the DPA.

**Requirement 24 -** GTC Contractors must undertake to comply with current data protection legislation from the outset. This legislation may be subject to full or draft amendment during the course of the development of **me.gov**. The GTC Contractor must be aware of this and be prepared to comply with any changes in the legislation as they occur.

### **4.9.2. Authentication**

Frameworks on authentication and security (as well as others such as call centres and web design) are to be published before the award of this contract. In the meantime, the GTC Contractor should refer to the draft frameworks to be found on the IAG Champions web site ([www.iagchampions.gov.uk](http://www.iagchampions.gov.uk)).

**Requirement 25 -** GTC Contractors must state their intention to comply with these frameworks. Compliance will be mandatory by the time a full service is introduced.

Authentication is a key rôle of the Gateway. If authentication services are required by **me.gov** then it is expected that they will be invoked by a service call to the Gateway, not duplicated in **me.gov**. The nature of this service call (a term which does not imply any particular technology) will be developed with the

Government Gateway Project, participation of the **me.gov** contractor in this process is a requirement.

**Requirement 26** - GTC contractors must identify any authentication services, e.g. access control to personal profiles, which they propose will reside in **me.gov**.

#### **4.10. Security**

**Requirement 27** - GTC Contractors must explain how they will avoid depriving citizens of service through denial of service attacks.

**Requirement 28** - GTC Contractors must show how the draft Security Framework will be followed by providing a detailed response to the requirements therein.

**Requirement 29** - GTC Contractors must show how access to personalisation services and data will be controlled.

##### **4.10.1. Web Security**

A Web Security Profile Framework document is being developed for publication on the IAGC web site. It identifies a number of Web Security Profiles. Contractors should note that conformance to one of the profiles will be an eventual requirement for the **me.gov** service. The latest draft Framework is being emailed to Contractors.

Initial data and services on the **me.gov** service platform may or may not be sensitive, but to allow for changes in future, the hosting site must be designed to hold secure data.

**Requirement 30** - GTC Contractors must identify how their proposals map to the draft security web profiles.

**Requirement 31** - GTC Contractors must identify where the site will be hosted and how security will be ensured.

#### **4.11. Quality Management**

In order to assess the potential management quality in the proposals standards will be used.

**Requirement 32** - GTC Contractors must address the following requirements:

- Be accredited or working towards accreditation under ISO9001 or equivalent.
- Provide details of the scope of their ISO9001, or equivalent, accreditation.
- Demonstrate how ISO 9001, or equivalent quality standards, would be applied to the development and provision of **me.gov**.

#### **4.12. Roles & Responsibilities**

- Requirement 33** - GTC Contractors must appoint a project manager with responsibility for the Contractor's build, development and provision of **me.gov**. The Contractors should confirm the name and contact details of the appointed project manager.
- Requirement 34** - GTC Contractors must provide details of the project team including the skills and experience of the individuals involved.
- Requirement 35** - GTC Contractors must estimate the minimum and ideal resource commitment it sees as necessary from CITU prior to July 2000 and between July 2000 and July 2001.

#### **4.13. Dispute**

Clause 37 of the Service Provision Agreement specifies a dispute resolution procedure with reference to the CCTA GTC Management Team. Before such a procedure is invoked it is expected that a problem escalation procedure would have been invoked.

- Requirement 36** - GTC Contractors must provide details of an escalation procedure for use by CITU and CCTA in the event that issues are not dealt with to the satisfaction of either CITU or CCTA.

#### **4.14. Project Plan**

In order to assess the Contractor's understanding of the project, a project plan is required. As much of the detail of **me.gov** is to be agreed with the Contractor during the lifetime of the project, the project plan required at this stage should focus on the design, development and initial roll out (i.e April 2000 – July 2001) rather than the operational phases. The initial go live service date is July 2000.

- Requirement 37** - GTC Contractors must submit a project plan (inc Gantt chart) to demonstrate their understanding of the project. This plan must include the timetable for delivery of services up to July 2001.
- Requirement 38** - GTC Contractors must provide a specification of the services to be available in July 2000 and of those to be available by July 2001.
- Requirement 39** - GTC Contractors must provide a [Draft] Service Management Plan which will be subject to change.

#### **4.15. Working Relationship and Flexibility**

GTC Contractor will be expected to work closely with CITU on the development and service provision of **me.gov**. The Contractor will be required to be flexible and responsive to the ongoing development of **me.gov**. In particular, user feedback on the use of the interface will need to be addressed.

**Requirement 40 -** GTC Contractors must specify how they will work with CITU to achieve this responsiveness to the ongoing development of [me.gov](#).

**Requirement 41 -** GTC Contractors must specify how citizen feedback will be achieved and detail how this will be fed back into the project to influence the development of [me.gov](#).

#### **4.16. Experience**

As far as is known the scale of the [me.gov](#) and Government Gateway project is greater than any similar project attempted before in Government. Notwithstanding this the requirement for personalisation of [public web] services is not new and Contractors with existing experience are invited to include this in their proposal as it will form part of the evaluation. Contractors are advised to include details of what aspects of each of the examples is relevant to their [me.gov](#) bid. For each of the examples the contractor must identify the rôle they played, when and the aspect of the project they were responsible for.

**Requirement 42 -** GTC Contractors must provide details of experience in meeting similar requirements particularly identifying the web development aspects.

#### **4.17. Services**

For evaluation purposes the contractor must state the services to be developed and provided under phases 1 and 2 of the [me.gov](#) requirement.

These proposed services should be categorised as being either core services or additional services. The core services should be part of the costed bid. CITU may place an order for these core services and thereafter place further order(s) for additional services as part of the requirement.

**Requirement 43 -** GTC Contractors must indicate the core and additional services which can be made available and the timetable for their provision.

#### **4.18. Promotion**

Promotion is recognised as a very important element of the [me.gov](#) project but one which will be addressed separately after the award of this contract. Initially (April – July 2000) it is envisaged that promotion will be low key to prevent over hyping the product prior to a live service. To help the evaluation team understand the Contractor's previous experience within promotion and publicity teams, previous experience needs to be understood.

**Requirement 44 -** GTC Contractors must state what experience they and their partners have had in promoting similar activities.

**Requirement 45 -** GTC Contractors must state how they envisage the promotion of **me.gov** to proceed, who would be involved, how it might be financed etc.

#### **4.19. Costs**

Having identified a core set of services and rollout timetable the contractor must present this as a costed solution. Evaluation of the bids will focus on the proposed package not solely on the lowest price. Promotion is recognised as a very important element of the **me.gov** project but one which will be addressed separately after the award of this contract.

**In order to aid evaluation all costs should be in an Annex to the Tender.**

**Requirement 46 -** GTC Contractors must propose a fully costed solution for the development of the **me.gov** package and roll out of the service to the citizen covering all costs, up to and including July 2001, except for promotional costs.

**Requirement 47 -** GTC Contractors must complete the costings table in Annex A.

#### **4.20. Network connections**

Evaluation of Tenders will include consideration of the Contractor's network proposals.

**Requirement 48 -** GTC Contractors must indicate where their proposal uses GSI and what networks, if any, are proposed in addition to the GSI.

**Requirement 49 -** GTC Contractors must include the capital and running costs of non GSI networking in the financial annex of his tender.

There will be a need to link to the Government Secure Intranet to access department applications.

**Requirement 50 -** GTC Contractors must provide evidence of an understanding of the applicable process and propose detailed plans on how they intend to connect to GSI including, in their response, an accreditation plan.

#### **4.21. Critical Success Factors**

When measuring the success, or otherwise, of the **me.gov** project a number of critical success factors have been identified below.

- Good press coverage of the launch and following service
- High take up amongst the initial target audience
- Exponential growth of users

- High number of returning registered users
- Significant improvement in accessibility to government services
- Available, reliable and consistent supply of government services to the citizens
- High quality Management Information regarding the operation of the service
- Seamless service delivery across multiple departments
- Fully integrated with the Government Gateway
- Mutual high benefit partnership for contractors and government
- Dynamic service arrangement that allows services to be added, tailored or removed according to the changing needs of citizens.

**Requirement 51** - GTC Contractors must include the factors they see as critical success factors and identify how both sets of CSFs will be achieved.

**Requirement 52** - GTC Contractors must include their definition of a **me.gov** win-win situation.

## 5. Procurement Process & Instructions to GTC Contractors

### 5.1. Procurement Timetable

Milestone Description	Milestone Date
ITT sent to GTC contractors (email and post)	16-03-00
ITT contractor meetings	20-03-00 / 24-03-00
CITU & CCTA receive bids	31-03-00 – <b>by noon</b>
Bids distributed to evaluators	31-03-00
Contractor bid presentations to evaluators	04-04-00
Government evaluation	05-04-00
Contractor bid presentations to Ministers	05-04-00
External evaluation	06-04-00
Contractor bid presentations to Programme Board	06-04-00 – <b>PM</b>
Award of contract	07-04-00
Announcement of award of contract	<b>TBA</b>
1 <sup>st</sup> Contractor progress presentation to Programme Board	12-05-00
2 <sup>nd</sup> Contractor progress presentation to Programme Board	08-06-00
Go live	07-07-00

**Requirement 53 -** GTC Contractors must confirm their ability to meet the Timetable.

### 5.2. Contractor Contact

GTC Contractor must identify in their response a manager with whom CITU can liaise over the procurement (if different to the contact specified under [Roles & Responsibilities](#)).

The appointed contact should be able to represent the Contractor in all actions and statements.

**Requirement 54 -** GTC Contractors must provide a named project manager for the procurement.

### 5.3. Contractor Queries

**Technical** - All technical queries or issues for clarification relating to this Invitation to Tender document should in the first instance be addressed to Sarah Keetch at [sarah.keetch@pa-consulting.com](mailto:sarah.keetch@pa-consulting.com) or by contact details as specified under [Receipt of Proposals](#) below.

**Procurement & Contractual** - All procurement and contractual queries or issues for clarification relating to this Invitation to Tender document should in the first instance be addressed to the CCTA contact specified under [Receipt of Proposals](#) below.

**Designated Contacts** - The bidder should address all other queries and communications regarding the project to Sarah Keetch at [sarah.keetch@pa-consulting.com](mailto:sarah.keetch@pa-consulting.com) or by contact details as specified under [Receipt of Proposals](#) below.

## 5.4. Format of Proposals

Proposals must include:

- A statement of the Contractor’s understanding of the **me.gov** requirement
- A summary of the proposal
- Response to each of the requirements set out in this Invitation To Tender (Service Specification) document
- Full proposal of how the requirement will be met, including innovative proposals with respect to the technical requirement, delivery and service provision.
- Financial Annex

## 5.5. Receipt of Proposals

### 5.5.1. Closing Date

Closing date for receipt of tenders no later than 12.00hrs (noon) on 31<sup>st</sup> March 2000.

### 5.5.2. Receipt of Tenders

Tenders must be submitted in electronic and paper form. Electronic form may be email or 3.5”disc. One electronic copy and two paper copies should be sent to each of the following by the above closing date:

<b>Ian Baker</b>	<b>Chris Hale</b>	<b>Sarah Keetch</b>
Information Age Government Team Central IT Unit 53 Parliament Street London SW1A 2NG	Consultant CCTA Consultancy Division Rosebery Court St Andrew’s Business Park Norwich NR7 0HS	Portal Project Office (rm 106) Central IT Unit 53 Parliament Street London SW1A 2NG
Tel: 020 7238 2032 Fax: 020 7238 2068	Tel: 01603 704443 Fax: 01603 704450	Tel: 020 7312 4675 Fax: 020 7333 5050
Email: <a href="mailto:ian.baker@citu.gov.uk">ian.baker@citu.gov.uk</a>	Email: <a href="mailto:chris.hale@ccta.gov.uk">chris.hale@ccta.gov.uk</a>	Email: <a href="mailto:sarah.keetch@pa-consulting.com">sarah.keetch@pa-consulting.com</a>

## 6. Evaluation of Proposals

The purpose of the evaluation of the responses to the ITT is to select the most suitable GTC Contractor to proceed to award of contract for the provision of the **me.gov** service.

### 6.1. *Elements of the Evaluation Process*

The evaluation process will consist of two elements:

- Checking each proposal for completeness and that it has addressed all the requirements. CITU may clarify issues with candidates but reserves the right to reject any proposal failing to meet these initial checks.
- Proposals that meet the above initial check will be subject to a complete evaluation by the evaluation team.

### 6.2. *Focus of the Evaluation*

The evaluation will focus on the requirements of sections 4 and 5. Particular emphasis will be placed on;

- Experience of the contractor and his partners with similar projects.
- The credibility of the technology being proposed.
- The quality of the service being offered to the citizen.

### 6.3. Award of contract

The contract will be awarded on the basis of the most economically advantageous tender.

## 7. Contractual Issues

Upon completion of the me.gov procurement, CITU may enter into a GTC Service Provision Agreement (SPA) with the successful GTC Contractor and place an order for the core services and thereafter further order(s) for additional services as part of the me.gov requirement.

The provision of me.gov will be subject to the terms and conditions of the GTC Framework Services Agreement, the above-mentioned SPA; and the special terms of the order(s) placed by the Authority.

Please refer to the document entitled "Special Terms for me.gov Order". This document sets out the special terms of any order for the core services. Any further orders for additional services as part of the requirement will be based upon the special terms of the 1<sup>st</sup> order subject to any amendments by agreement between CITU and the Contractor.

**Requirement 55 -** GTC Contractors must confirm agreement to the special terms.

## 8. Additional Information

### **8.1. *Technical Information about the Government Gateway***

The Government Gateway is envisaged to be a single point of access to Government services. It is actually a piece of middleware with links to Government Departments via the GSI and will use an XML/XSL interface. The Government Gateway ITT and other related documentation will be made available to contractors as soon as it is available.

It is envisaged to have a pilot service running by July 2000. As a risk reduction/demonstration exercise, and in order to gain valuable user feedback, Compaq ran a Portal Demonstrator system in January 2000 MORI ran focus groups in January to provide user feedback, and participating Departments (DSS and Inland Revenue) received "dummy" Change Of Address applications, again providing feedback from the back-office perspective.

As further information becomes available it will be issued to contractors in the form of a revised Annex B.

### **8.2. *References to www sites***

- CITU - [www.citu.gov.uk](http://www.citu.gov.uk)
- Cabinet Office - [www.cabinet-office.gov.uk](http://www.cabinet-office.gov.uk)
- IAG Champions - [www.iagchampions.gov.uk](http://www.iagchampions.gov.uk)

# Annex A

## Costs Table

The following table shall be completed to identify the different cost elements of the Tender.

<b>Cost item</b>	<b>Total Cost</b>	<b>Comment</b>
People Costs		
Facilities		
Infrastructure		
H/W Capital		
S/W Capital		
H/W Running		
S/W Running		
Communications		
Research & Development		
Contingency		
Finance Charges		
Other Overheads		
<b>Total cost</b>		
<b>VAT</b>		

# Annex B

## Government Gateway information

This annex contains current information regarding the Government Gateway project. The information is provided to help the **me.gov** contractors but they are cautioned that much of this will develop in the course of the next two months.

## Interface specification

Not yet available.

## Milestones

The following table indicates the milestones as at 15-03-2000.

Description	Date
ITT sent to GTC contractors	27-03-00
CITU & CCTA receive bids	07-04-00 (noon)
Government evaluation	17-04-00
Contractor bid presentations	24-04-00 tba
Shortlist	03-05-00
Discussions with contractors	10-05-00
Final bid	11-05-00
Secondary evaluation	18-05-00
External evaluation	19-05-00
Award of contract	26-05-00
Announce successful contractor	??
Go Live	07-07-00

# Annex C

## Questions and answers

This annex will be updated to reflect questions raised by the Contractors and the official answers provided where they are general in contract nature.