Procurement

New MyGOC

Expression of Interest

We are the regulator for the optical professions in the UK. Our purpose is to protect the public by promoting high standards of education, performance and conduct amongst opticians. We currently register around 30,000 optometrists, dispensing opticians, student opticians and optical businesses. All individuals (and optical businesses that meet certain criteria) must be registered with the General Optical Council (GOC) to be able to carry out clinical practices that are restricted by law to registered persons.

A brief description of our four core regulatory functions is:

- Setting standards for optical education and training, performance and conduct.
- Approving qualifications leading to registration.
- Maintaining a register of individuals who are qualified and fit to practise, train or carry on business as optometrists and dispensing opticians.
- Investigating and acting where registrants’ fitness to practise, train or carry on business is impaired.

Our website is at: www.optical.org

This procurement process is being undertaken as a two-stage restricted tender procedure, pursuant to section 6.2 (ii) of the GOC Contracts and Procurement Policy: Contracts and procurement policy (optical.org)

1. Background

The MyGOC digital platform is the primary digital interface most frequently used by our registrants to manage their registration and to access MyCPD. (The 'search the register' function' which is our primary interface with the public, and out of scope of this project, was replaced in 2021).

Current MyGOC is

- in use for over 10 years and technology is obsolete, although, our current supplier is supporting it well.
- Non-responsive which means that the registrants cannot access it conveniently on mobile devices

Important: Please note that this document – and this stage of the process - does not constitute an invitation to tender, and it should not be construed as such.
• Over-reliant upon manual processes which needs human (Registration team) intervention in connection to steps to upload and connect to our CRM system

GOC wants to replace MyGOC with the state-of-the-art new MyGOC system that

• will be cloud based.
• will be fully integrated with GOC Register that is based on Dynamics CRM 365
• will offer single sign on for new MyGOC and current MyCPD system
• will be meeting current (WCAG 2.1 or later) UK Accessibility Standards including text to voice and vice versa for Microsoft Edge, Google Chrome, Firefox and Apple Safari
• will be Welsh language compliant

The Seamless, complete integration with our Dynamics solution is paramount though the GOC has a preference for existing membership management platforms, or solutions that can be easily configured to meet the requirements outlined. Newly custom built solutions, or hybrid solutions utilising different technologies will also be considered.

2. Our Processes

Our needs and aspirations have been informed through an in-depth Business Analysis exercise which has defined 20 processes that along with a number of additional components will comprise our new MyGOC.

The GOC has 3 Registrant categories:

  01. Fully qualified Registrants
  02. Body Corporates (example, Boots, Vision Express etc)
  03. Students

We have provided a list of all the 20 processes in Annex A. To inform your tender, you should download and review our full sample details for 1 process i.e., the process map, wireframe diagrams and user stories). These processes are unique to the GOC and a supplier product / service must deliver all the processes plus additional requirements. The supplier must demonstrate at the second stage how they will deliver GOC requirements.

The GOC will provide relevant documentation to the shortlisted suppliers at Invitation to Tender stage (ITT). The supplier must submit their proposal at this stage and outline how they will deliver the proposed solution.

3. Our Overarching Requirements

We are seeking to procure a supplier to develop a new MyGOC platform to replace our current MyGOC. Our benefits realisation map is to add context, purpose and vision for the scheme and is available to download.

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Timescale

It is vital that we implement a new solution by Q3 2024/25 in order to be compliant with Welsh standards compliance.

The supplier therefore:

- Should validate the documents for each process rather than conduct a full discovery phase. If the supplier intends to complete a full discovery phase this will be at the cost for the supplier and cannot extend the deadline for the product to Go Live as stated above.
- Will design, develop, configure, integrate with the GOC Register that is on Dynamics CRM, test it thoroughly and Go Live.
- Will provide Single Sign On for MyGOC and MyCPD (our cloud system for managing education and CPD for optometrists and dispensing opticians).
- Will work closely with the GOC Registration team, wider stakeholder and end user groups (managed by the internal project manager) and the GOC Project Management office.

We have developed a working list of needs summary as our list of processes and additional requirements (Annex A) with sample process documents (Annex B), but we stress that this is not a specification document. A more detailed technical specifications of our requirements will be provided within the Invitation To Tender (ITT) pack at that stage of the procurement process. This working list is provided at this stage to help you to understand the extent of our MyGOC requirements, so that you can express an interest under the first stage of our open tender

4. Integration with GOC Systems

All our systems are in the cloud, and we have no on-premise server infrastructure. We use the Microsoft 365 environment extensively, and integration of the MyGOC with existing GOC systems will be crucial. The GOC currently uses the following technology/systems:

- SharePoint 365
- Microsoft Dynamics 365 (CRM)
- Microsoft Office, including Outlook
- Sage
- Website (navigation to MyGOC)

Our Microsoft Dynamics platform is used extensively across the GOC and currently includes a Register (of the Registrants) with all core registrant data, and which also functions as a basic/core CRM.

The supplier will integrate new MyGOC with following systems:

01. GOC Register for Registrants based on Dynamics CRM
02. Single Sign On for MyGOC and MyCPD
03. Payment Gateways; Elavon (old name Opayo / Sage Pay) for Credit and Debit Card payments, and Bottomline for Direct Debit payments
04. Providing provision to link to or upload outcomes from the cases in Case Management System to Registrant Records

Search the Register functionality is integrated with GOC Corporate Register / Dynamic CRM and will not be directly integrated with new MyGOC and will be out of scope.

Although there might be potential advantages to a solution (off the shelf product/service/bespoke development) that is built around Dynamics 365, we stress that we are open to potential solutions that can meet our business requirements and our system integration needs.

5. MyGOC Anticipated Benefits

We require a new MyGOC System that, in meeting our overarching list of needs (working document at Annex A), provides the GOC with the following benefits:

A new MyGOC platform will also seek to achieve:

- increased self-service functionality for registrants (i.e., simplified steps, less follow up, reduced waiting time for responses, reduced errors, reducing over-processing/repetition of information required);
- reduced manual handling and data inputting by the registration team by automating information directly into the CRM system; and
  - automated data flows and reporting between the new platform and CRM system. The benefits of this are not quantifiable at this stage (without the design solution) but through a time and motion study (undertaken by the operational team) during the project lifecycle, it could be further estimated the amount of time and effort this may save closer to implementation.
- greater system reliability so that downtime is limited to out of hours and registrants remain largely unaffected;
- provide a range of payment options for registrants;
- a more contemporary 'look and feel' user interface with more intuitive navigation, similar to other contemporary digital interfaces registrants will be used to using; positively impacting upon our reputation. This will be measured by both qualitative and quantitative measures, including live satisfaction scores; and our internal KPIs (timeliness, etc.)
- tangible insight into our registrants’ use and perception of the platform (e.g., a satisfaction NPS (Net Promoter Score)/Likert scale at the end of the interface) that will offer insight and evidence of compliance with PSA standards;
- improved accuracy and timeliness. This is an existing key performance indicator (KPI) (i.e., monthly no. of Tier 1/2/3 errors) which has an excellent current, consistent, rating at 98.5%. However, the degree of effort to attain this could be better sustained with a new system fully integrated with CRM (MS Dynamics). Through better automation and data, 100% accuracy is achievable.

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All the above go towards our overarching objective to offer better customer experience for the Registrants and increase staff efficiency which aligns with our 2020-25 strategy to transform customer care and build a culture of continuous improvement.


As well as the infrastructure and integrations, the supplier will deliver the New MyGOC processes in following sequence:

01. Fully Qualified Registrants
02. Body Corporate
03. Student Registrants

The supplier will work closely with GOC’s Project Management office and the GOC Registration Team (SMEs) and integration partners (for example, CRM, and payment). The CRM partner has indicated that they will need 2 months for integration design and 3 months for robust user acceptance testing by business, resolving quality issues and sign off before the system can Go Live. The supplier must train the Registration Team and create training videos and guides for the Registrants on how to use new MyGOC. The system must GO Live on or before 15 October 2024 since the GOC needs to be Welsh language compliant around that time.

For the first 2 weeks from the date the system goes Live, the supplier will offer handholding support and resolve any issues as part of development project. Ongoing technical support for the developed system will be required from 3 weeks from the date of the system going live to 5 years, with an option for the GOC to extend this support period by twelve months thereafter up to a total of 10 years. This support aspect will be contractually contingent upon the GOC accepting the build product(s).

7. Indicative Procurement Timetable

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
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<tbody>
<tr>
<td>30 June 2023</td>
<td>Expressions of interest notice published</td>
</tr>
<tr>
<td>31 July 2023 (9:30 am)</td>
<td>Expressions of interest closing date</td>
</tr>
<tr>
<td>10 August 2022</td>
<td>Invitations to tender sent out</td>
</tr>
<tr>
<td>11 September 2023</td>
<td>Closing date for full tenders</td>
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<tr>
<td>w/c 11 September 2023</td>
<td>Demonstrations to GOC</td>
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<tr>
<td>26 September 2023</td>
<td>Notification of Tender Decisions</td>
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<tr>
<td>early October 2023</td>
<td>Contract signing and onboarding commences</td>
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</tbody>
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8. Assessment Criteria (Expression of Interest stage only)

**IMPORTANT NOTE**

Please note that we are taking a low-risk approach to this development work. This means that we will not be inviting anyone to tender on the basis that they think they...
can develop a solution to meet our needs. We are looking for potential suppliers who either already have a product that (with, or without, some modification) will meet our needs, or potential suppliers who can demonstrate that they have prior experience of developing a case management system (or similar), preferably within a legal or regulatory environment.

Expressions of Interest will be assessed against the following:

A. A self-declaration in respect of the **mandatory** exclusions set out at regulation 57 of the Public Contracts Regulations 2015. Subject to consideration of any potential exceptions and/or self-cleaning (regulation 57, paragraphs (13) to (17)), this is a **PASS/FAIL criterion**.

B. A self-declaration in respect of the **discretionary** exclusions set out at regulation 57. Subject to consideration of any self-cleaning (regulation 57, paragraphs (13) to (17)). this is a **PASS/FAIL criterion**.

C. Evidence of an existing Registrant / Membership management system product / service that is relevant to GOC requirements/another regulator, or evidence of having previously successfully developed a Registration/Membership Management System (or similar).

**This is a PASS/FAIL criterion** – where no evidence is provided that the GOC considers relevant to its MyGOC needs, those applications will fail and will not be assessed further. Applications that pass criterion C will be assessed up to 30% of the available maximum score.

Applications that pass stages A to C will then be further assessed against the following criteria:

D. Previous experience of successfully and comprehensively integrating a Registration/Membership management system (or similar system) with the existing technologies and systems used by the GOC (particularly Dynamics and SharePoint - see 4 above), or with similar technology/systems (35%)

E. Evidence of having provided ongoing post-implementation technical support in respect of a Registration/Membership Management System, or similar (regardless of whether the system was developed by you) (15%)

F. Evidence of having previously successfully interpreted a customer’s complex processes and/or requirements (this can relate to any IT system requirement) (15%)

G. Evidence of your ability to manage sensitive personal data and to comply with data protection legal requirements (5%)

You should therefore ensure that your completed Expression of Interest Questionnaire addresses all these criteria.

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**ANNEX A: Working List of Business Needs**

<table>
<thead>
<tr>
<th>Process id</th>
<th>Process</th>
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<tbody>
<tr>
<td>1</td>
<td>Student Application</td>
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<tr>
<td>2</td>
<td>Specialty Details Update</td>
</tr>
<tr>
<td>3</td>
<td>Fully Qualified Application</td>
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<tr>
<td>4</td>
<td>Register Transfers</td>
</tr>
<tr>
<td>5</td>
<td>Student Registrant Details Update</td>
</tr>
<tr>
<td>6</td>
<td>Declarations (Delivered)</td>
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<tr>
<td>7</td>
<td>Fully Qualified Registrant Details Update</td>
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<tr>
<td>8</td>
<td>Fully Qualified Withdrawal/Retirement</td>
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<td>9</td>
<td>Student Withdrawal (Delivered)</td>
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<td>10</td>
<td>Student Restoration (Delivered)</td>
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<td>Body Corporate Application</td>
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<td>Body Corporate Withdrawal/Cease to trade</td>
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<tr>
<td>13</td>
<td>Body Corporate Restoration</td>
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<td>Fully Qualified Renewal</td>
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<td>Body Corporate Renewal</td>
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<td>Body Corporate Registrant Details update</td>
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<td>18</td>
<td>General User Stories</td>
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<td>Registrant Management</td>
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<td>20</td>
<td>MyGOC Administration</td>
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