



Efficiency Review

Request For Proposal – Scope & Timeline

Summary Background

- Xoserve is inviting 3rd Party organisations, with a demonstrable track record of benchmarking activity, to articulate a methodology and approach that they would deploy to assess the cost efficiency of services delivered by / on behalf of the Central Data Service Provider (CDSP, Xoserve) to its customers

Costs in scope

- Direct Xoserve costs
- Bought-in services, executed via individual contracts between Xoserve and its service providers
- Projects

Available resources

- CDSP cost base data
- Access to Xoserve finance team

Proposal

- Proposals should include an articulation of the following:
 - 3rd Party approach to the assessment of 'direct' and 'bought-in' services
 - Comparator metrics for determination of relative cost efficiency
 - The types of organisations that CDSP service provision would be benchmarked against, with any related tooling (e.g. global benchmarking database) required to complete the analysis
 - Any dependencies (e.g. the availability of information) required to conclude the review
 - How the review could be repeated periodically (autonomously or otherwise)
 - A list of artefacts (other than a conclusion report) that the project would deliver
 - Timeframe from contract award to review completion
 - A cost for the work to be provided

Timeframe



Stakeholder Evaluation Panel

- In February, CoMC provided steer that Stakeholder Evaluation Panel (SEP) should include representatives from the committee. The SEP should include one representative for each key stakeholder group + Xoserve representatives
- The purpose of the SEP is to support the appointment process of a suitable independent service provider by representing the industry during the development of the Request for Proposal (RFP)
- Due to the need for consistency and confidentiality, Members will not be able to nominate deputies or alternates if they are not available for meetings. The details of potential service provider responses and evaluation scores will be commercially confidential and cannot be disclosed outside the SEP, and not to colleagues or other members of their industry constituency
- **Once nominated, the panel will be required to:**
 - Complete an independent review of the RFP responses against the agreed scoring criteria
 - Jointly score all RFP responses with other SEP members, against the scoring criteria, providing rationale for scores as requested
 - Join Xoserve meetings with the short-listed suppliers for presentation/clarification of responses (meetings to be organised by Xoserve at mutually convenient dates/times)
 - Provide joint SEP recommendation for a preferred bidder based on the results of the scoring exercise
- **The panel will not be required to:**
 - Provide specialist procurement or legal advice in support of this process
 - Take part in the pre-qualification / shortlisting process which will remain an Xoserve responsibility
 - Take part in any contractual negotiations with potential service providers
 - Provide feedback from the selection process to potential service providers during/after the selection process – Xoserve will manage all communications with third parties.
 - Provide updates back into industry – Xoserve will manage all customer communications

For decision - CoMC SEP nominations