

RESPONSE TEMPLATE DOCUMENT – PLEASE USE THIS DOCUMENT TO RESPOND TO OUR BRIEF.

**1. OUTLINE OF YOUR  
PROPOSED APPROACH**

NOTES: refer to the Implementation of the ITT – Schedule 1a - Specification & Service Levels for The National Framework for the Provision of Application Design and Development Services, Contract Reference SP-15-010;

**Deloitte.**

**Introduction**

We are delighted to submit our response to you for the appointment of a Digital Partner. 33(1)b

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We truly believe we are the right Digital Partner for you, not only can we put experienced people into your programme immediately and support you in developing your methodologies and approach, but through 33(1)b we can also bring true breadth and depth to help you deliver against your ambitions. We understand you and what you aspire to achieve and we are confident we can bring expertise, insight, and the strength of our Firm to work alongside you as your Digital Partner

**We understand what is important to you right now**

As Scotland’s economic development agency, we understand that your absolute focus is on helping businesses grow locally and internationally and in doing so fuelling job growth, supporting the development of enterprise and creating an environment where business can thrive.

Central to your ambition is a desire to be truly innovative and efficient in providing access to services that can enable business. It is clear that being user-centric and design-led is fast becoming part of your DNA and in many cases you are already adopting digital practices to create efficiency and ‘friction-free’ user journeys across the communities you serve.

To continue on that path, true digital-enablement and scaling capabilities is at the heart of your focus. You understand that we live in a world where the exponential growth of new technologies and opportunities mean that if we get digital enablement right, it can radically improve the way you service the communities that you support.

With the above at the forefront of our mind, we are delighted to propose how we could work in collaboration with you as your Digital Partner, helping accelerate the journey now and working alongside you over time to deliver against your ambitions.

Specifically, we understand that being a Digital Partner to you in the immediate term means:

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Our experience of working with others across a range of industries means that we come with the above 'as-standard' – we understand and respect where your transformation programme is, and will align immediately with your areas of focus as we on-board.

### **We understand your vision and strategic direction**

We also know that your ambitions go way beyond the commonly understood and standard definition of an 'economic development agency'. We understand that you strive to achieve a more strategic vision for Scottish Enterprise and the role you play in supporting and nurturing business. We believe central to this vision are a few guiding principles:

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We understand that you are seeking a Digital Partner that is flexible and that is used to working with agile methodologies, and in an ambiguous and changing environment. We understand the need to scale up or down to suit the digital transformation programme roadmap and evolving priorities as we work to agree them with you.

We understand that you are seeking a partner that is able to work closely with you and under following guiding principles:

1. Regular sprint/ project planning to agree resources.
2. Flexibility to scale up/ down to meet sprint goals.
3. Absolute focus to ensure sufficient resource allocation.
4. Dedication and commitment to work closely, collaboratively and flexibly with Scottish Enterprises in house digital teams (and wider business units); ensuring deliverables meet objectives.

As a Firm, and as your Digital Partner we share your thinking on the opportunities that exist and on the legacy that we are responsible for creating in Scotland.

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## Our approach and methodology

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## As your Digital Partner, there are some important things to know about us

**We understand your vision –**

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Those we current partner with agree, a selection of quotes from others hopefully highlighting this to you.

*".. 33(1)b as worked closely with Deloitte on the establishment of 33(1)b s well as an increasing number of other commercial initiatives. In addition to being market leaders in their field, the team has a passion for innovation and adopt a pragmatic, agile and above all collaborative approach to working in partnership which we believe separates them from the competition..." 33(1)b*

*"...Deloitte have been a real strategic partner for 33(1)b and a driving force behind its establishment. We've been delighted with their implications, helping us increase our global reach through the work they do globally and their appetite to involve us in anything 33(1)b They are a real though leading company when it comes 33(1)b 33(1)b and are really helping raise Scotland's profile internationally..." 33(1)b*

*"...The experience of working together with Deloitte and 33(1)b has left us with a new internal culture of encouraging innovation within the company..." 38(1)b*

*"...Deloitte and 33(1)b continue to be a brilliant partner. Their experience in innovation and disruptive propositions perfectly complements our ambition..." 38(1)b*



**2. SAMPLE CVs OF YOUR PROPOSED DIGITAL TEAM**

NOTES: Attach all the relevant CVs of your proposed team, and you must indicate if you intend to sub-contract any, or all, of your proposed resources to fulfil this particular contract;

**Our people are your people – addressing your immediate requirements**

**The way we will work with you differentiates us.** We are passionate about the work that we do and we are proud of the feedback we receive from clients. We have great people, highly skilled and experts in what they do. We are committed to working with Scottish Enterprise in the way you want – agile, co-located, and collaborative.

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**Your Core Team**

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33(1)b      The following CVs outline the resource we can provide against your specific ask, of course this could flex and evolve over time.

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## Leadership

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**3. EXAMPLES OF SIMILAR WORK COMPLETED BY YOUR PROPOSED DIGITAL TEAM**

NOTES: describe how you have worked closely with an existing in-house delivery team. This should also include how you worked with your client/s to quickly get “ideas to market” and how this process was managed, monitored and improved; You should also provide details of how you have implemented any cross-functional team delivery within your own organisation; Also highlighting how this experience will be used to deliver our service

**We have been part of some incredible teams**

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As requested in your ITT, a sample of our experience in the following areas has been included to show our capability across the following areas:

1. How we have worked closely with an in-house delivery team, highlighting where we have worked closely with our clients to get “ideas to market”, how we managed the process, managed, monitored and improved;
2. Digital transformation and use of agile approaches in use across the public sector;
3. How we implemented cross-functional team delivery within our own organisation, highlighting how this experience will be used to deliver your service; and
4. Experience in delivering cyber security programmes.

We have chosen to showcase a few examples in each area, but of course happy to share more if required.

## **1. How we have worked closely with an in-house delivery team**

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## **2. Digital Transformation and use of agile approaches across the public sector**

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**3. Experience of where we have used a cross-functional team delivery approach within our own organisation**

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**4. Cyber Security Experience**

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### What our clients say about us:

*"Deloitte's Strategic Partnership with 33(1)b has demonstrated their ability to develop and implement complex transformational change programmes. It has also demonstrated their ability to build our in-house transformation team – including high quality leadership development. With Deloitte's help the portfolio is on track to achieve its ambitious aims."*

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*"Deloitte has been a 33(1)b transformation journey. This is an ambitious programme of work and Deloitte have shown that they fully understand the scale of the challenge and the complexities."*

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*"Deloitte has been 33(1)b and the Deloitte team has played an instrumental role in our successful journey to date. 33(1)b was an ambitious and innovative initiative and the Deloitte team has delivered valuable insight, collaboration and strategic leadership demonstrating they fully understand the scale of the opportunities and challenges in 33(1)b"*

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*..I have been very impressed with absolute focus and genuine commitment to delivering value to my team...creative and innovative in sharing options and solutions and generous in sharing deep sector expertise and experience.*

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**4. D1 ASSESSMENT EXPERIENCE**

NOTES: describe any of your previous projects or service design deliverables that have undergone a D1 service assurance assessment (include the outcomes of these assessments, lessons subsequently learned and how you would approach this requirement with SE);

**What we have learned**

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**How we would approach this requirement with SE**

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The draft timeline below outlines our understanding of the key activities that would need to be incorporated into our delivery approach and plan.

| Timeline      | Action |
|---------------|--------|
| Week 1        |        |
| Week 2        |        |
| Week 3        | 33(1)b |
| Week 4        |        |
| Week 5        |        |
| Week 6        |        |
| Week 7        |        |
| Week 8        |        |
| Week 9        | 33(1)b |
| Weeks 10 & 11 |        |

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| <b>5. ALLOCATION OF YOUR PROPOSED DIGITAL TEAM</b> | NOTES: we would expect all of your proposed team members to work full-time (across all of our cross-functional teams) for the duration of this contract. We would not expect any individual team members to have external and ongoing commitments with any of your other clients – they will need to be assigned full-time supporting, as appropriate, specific projects with our overall portfolio. We would need confirmation from you that this approach is acceptable to you; |
|--|---|

## Our commitment to you

We are committed to providing resource whose sole priority is to work with your Digital teams through the duration of the partnership. The team we have proposed are available to work with

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As the partnership evolves, we will introduce broader partnerships and external connections that can help further in bringing insight, solutions and capabilities to support your objectives.

### Key Principles:

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**6. YOUR SUGGESTIONS TO HELP IMPROVE TEAM WORKING**

NOTES: SE feels that our proposed approach described within this ITT will allow us to deliver on our specific business requirements. Alternatively, please highlight suggestions you may have if you can see how our proposed approach could be improved, perhaps based on your previous client experience in similar delivery situations.

**Collaboration is at the core of the way we work**

Rather than that simply being an aspiration, we believe in investing in the teams that we work with so that our work can empower people to make change happen in their own organisation.

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We believe it is the scale of this investment that means we are able to fulfil the role of a genuine partner to you rather than simply a supplier.

At the outset though we have a set of principles that are proven to distinguish the programmes whereby we achieve genuine team working, rather than simply co-ordination.

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### Access to Innovators

In the words of Tim Cook, CEO of Apple, Deloitte is “the global leader in digital transformation.” This brings with it a global ecosystem of partners.

Whilst this means we can power up our delivery capability on projects, we also want to leverage this to empower your people.

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This could include:

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Sign up to Insights,  
Ask up to three key  
questions



Send the questions,  
To the live panel of  
your choice



Opinions appear  
instantly on the  
dashboard

We are accustomed to working alongside our clients on complex public service engagements. We

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We would welcome the opportunity to work with you to tailor a sustainable knowledge transfer solution that will meet your requirements. Our processes for building and enhancing capability over the lifetime of our projects would be tailored to suit your requirements to include activities such as:

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Our approach, tools and techniques would enable us to leave you with a good understanding of the options, the methods, and the means to continue to successfully deliver beyond the contractual period. Working to an agreed plan and in a blended team will facilitate this.

With the level of investment we are prepared to put into our relationship with the team, and the principles we have learned through experience, we believe that we can be an ideal partner and collaborator for the team at Scottish Enterprise.



**7. YOUR PROPOSED RESOURCE DAILY RATES**

NOTES: assume a daily rate consists of 7 working hours for each and every resource we require from you; Furthermore, please indicate if you are able to provide a discount on these daily rates across any, or all, of the resource types SE needs to fulfil the requirements of this Brief; *(n.b. – remember to quote the daily rates for 2 x back-end developers and 2 x QA testers. You should reflect these 2 resources in the appropriate “Sub-total” column)*

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## ASSUMPTIONS

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