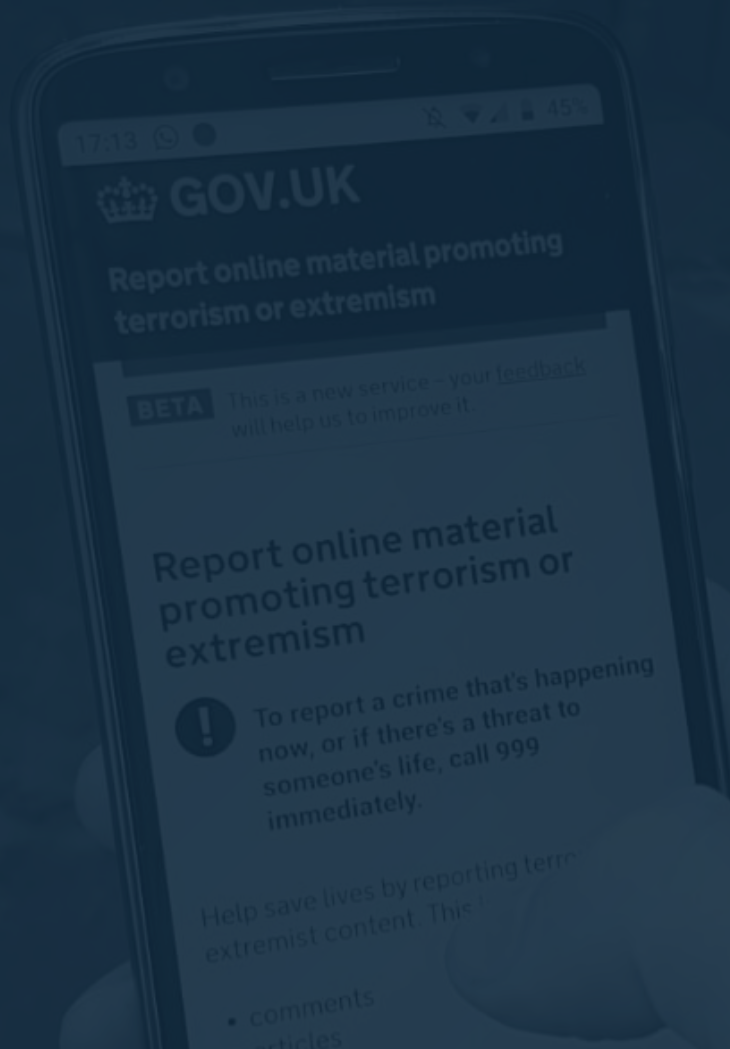


GOV.UK forms

Service definition
G-Cloud 13



GOV.UK forms

Service summary

Design and build of accessible government digital forms.
Designed and built by the team who created the Home Office Forms framework, a toolkit for fast, cost-effective delivery.
Proven record of delivering high-quality, user-centred services on time and budget. Over 19 government forms are currently using this service.



Service summary

Features

- User-friendly, adaptive and multi-platform (web/tablet/mobile) digital forms
- Built with our existing forms toolkit widely used across government
- Conditional and branching form logic and multilingual capability
- GOV.UK design patterns and standards built-in, including accessibility
- Extensible and customisable forms builder integrates with existing system workflows
- Continuous integration, deployment and delivery for frequent software releases
- Delivery using agile methodologies such as Scrum, Kanban and SAFE
- Full deployment and support on-premises or via managed platform
- Tailored options for ongoing management and support based on needs
- User research, interaction design, content design and service design capability

Benefits

- Online forms can be created, tested and published quickly and easily
- Forms designed and built to GOV.UK standards and style
- Collaborative creation of forms by multiple authors
- Forms easily adaptable in response to feedback and analytics
- User needs met with simple, clear, easy-to-use and accessible forms
- Client owned solution to avoid vendor lock-in
- Compliant with IT Health Check and Technology Code of Practice
- Full support wrapper covering management and metrics
- Provision of multilingual capability and WCAG 2.1 AA accessibility
- Forms toolkit used in services that have passed live assessments



About us

We partner with government to build digital services that help people get things done.



About us

Marvell Consulting

Marvell Consulting is a team of digital specialists with a track record of building secure, reliable, easy-to-use products and services.

We put users at the heart of everything we do to create beautifully simple services that are responsive to their needs.

Our strength is in delivering measurable value to stakeholders whilst fulfilling our commitment to building user-centred, government-approved services.



About us

Our experience

As a small company we're proud to have been trusted by some of the UK's most recognised institutions.



About us

Our approach

Building digital services can be time-consuming and complex. Working to agile methodologies allows us to break difficult problems down into clear, manageable pieces of work that can be delivered in stages.

Working in fortnightly sprints, we use agile tools to help us track where we are with the delivery of new software or features. Progress is reported in weekly reports, fortnightly show and tells and at governance meetings as determined by the client. We define, track and, wherever possible, mitigate risks to us being able to deliver our work.

Our trained agile coaches are experienced at introducing agile ways of working to teams as well as giving more in-depth tutorials to key contacts. An important part of our service is finding the right ways to communicate progress to stakeholders and bringing teams with us as new digital ways of working become a reality.



About us

Our culture

Open, clear, respectful. Success isn't just in what we deliver, it's in how we do it too.

Working as a team

We know that well designed services aren't the brainchild of a single genius. They're the result of experienced specialists working together towards a shared outcome. That's why our team are all experts in their fields with years of government experience behind them.

We also maintain a flat structure in our teams to allow ideas to surface and assumptions to be challenged. This open culture isn't just a nicer way of working (although it is that too). It allows us to spot and resolve problems quickly, ensuring a safer and less risky approach to development.



About us

Working together

Working with clients

Our approach to working with clients is rooted in transparency and respect. Some clients are experts in digital product development, others less so. No matter who we're working with we always communicate clearly and report on progress every week.

We also respect the different disciplines we work with. Experts in operations or policy are vital to helping us create products and services that serve government's and users' needs. Respect for the people who know what we don't is a core part of our ethos and success.



Working in the open

We're big believers in learning from the public sector's wider digital community and in sharing our own knowledge with other teams. Sharing research, solutions, patterns and code makes government services more consistent and cost-effective.

Wherever possible we like to present our work at cross-government events and share our outputs with teams working on related services.

Detailed specification

Information on pricing, on-boarding and service management.



Detailed specification

Overview

Ordering

Email us at gov@marvell-consulting.com or call [020 3886 0115](tel:02038860115) to discuss your requirements.

On-boarding

Onboarding is informed by the client's needs. As a minimum we would produce a statement of work defining the agreed tasks and deliverables. We would also expect to agree project milestones, working patterns, locations, access to specialist equipment and team roles and responsibilities.

Service constraints

Our services are typically delivered remotely or from our London Bridge office from Monday to Friday, 9am to 5pm. However we can accommodate onsite work and out-of-hours support as required.

Security assurance and data resilience

We have practiced methods for recovering and restoring operations in rare cases where our automated processes fail. We've worked to varied security specifications and can work with you to meet your requirements. Many of our consultants are SC-cleared and can obtain further clearance if needed.



Detailed specification

Overview

Training

Our aim is to build simple, intuitive services that can be used first time without the need for extensive documentation or training.

However we recognise there are some circumstances in which training may be required. In these cases we're happy to work with clients to design an appropriate training plan.

Invoicing

To be agreed with the client.

Early termination

Terms to be agreed with the client.

Off-boarding

Wherever possible we deliver software with open licences and deploy into client-owned infrastructure. Outputs are clearly documented. We're flexible about handover and can arrange job shadowing, training and/or the production of detailed documentation as per the client's preference. Knowledge-transfer is treated as an ongoing process throughout the project's lifecycle.



Detailed specification

Rate card

SFIA Level	Strategy & Architecture	Business Change	Solution Development & Implementation	Service Management	Procurement & Management Support	Client Interface
1 Follow	£450	£450	£450	£450	£450	£450
2 Assist	£475	£475	£475	£475	£475	£475
3 Apply	£500-650	£500-650	£500-650	£500-650	£500-650	£500-650
4 Enable	£650-850	£650-850	£650-850	£650-850	£650-850	£650-850
5 Ensure/Advise	£750-950	£750-950	£750-950	£750-950	£750-950	£750-950
6 Initiate/Influence	£850-1000	£850-1000	£850-1000	£850-1000	£850-1000	£850-1000
7 Set Strategy, Inspire, Mobilise	£950-1250	£950-1150	£950-1250	£950-1200	£950-1150	£950-1250



“Marvell Consulting has been integral in the transformation of the Home Office’s digital operations. The research, design and build has been exceptional.”

Ben Stevens, Product lead

Home Office



Things we've delivered

Some examples of what we've helped deliver with this service.



Case study

Speeding up development of GOV.UK forms

There are over 7,500 forms on GOV.UK used for anything from renewing a passport to booking a prison visit. We created an innovative open source tool for building GOV.UK forms that facilitated faster development in 19 services.



The image shows a browser window displaying a GOV.UK form for 'UK Visas and Immigration complaints'. The form is in a 'BETA' state and asks 'What is the complaint about?'. Below the question are eight radio button options: 'Submitting an application', 'Making an appointment', 'Waiting for a decision or documents', 'A negative or positive decision', 'Biometric residence permits (BRPs)', 'Refunds', 'Poor information or staff behaviour', 'An existing complaint', and 'Something else'. A green 'Continue' button is at the bottom of the form.

Overlaid on the bottom right is a code editor showing the JSON structure for the form's fields. The code is as follows:

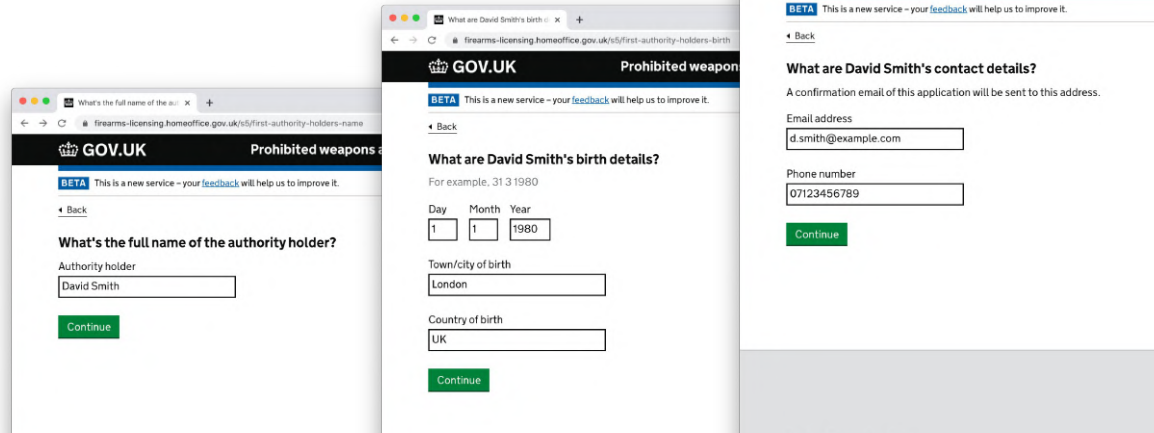
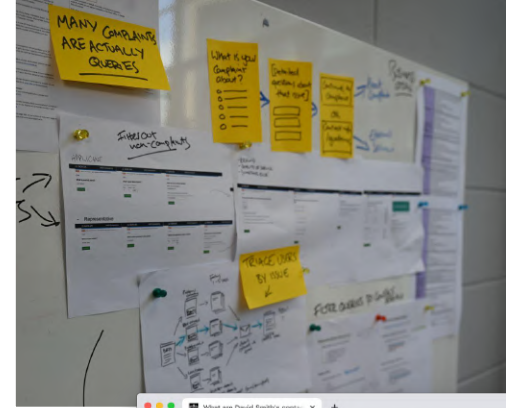
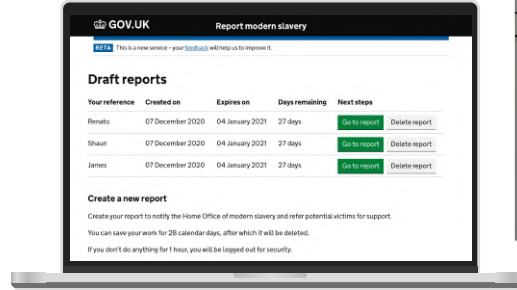
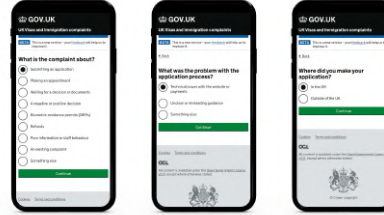
```
fields.json prototype/translations/src/en/fields.json/{ } reason/{ } options/{ }
1 {
2   "reason": {
3     "label": "The reason for the complaint",
4     "legend": " ",
5     "options": {
6       "immigration-application": {
7         "label": "Submitting an application"
8       },
9       "immigration-appointment": {
10        "label": "Making an appointment"
11      },
12      "delays": {
13        "label": "Waiting for a decision or documents"
14      },
15      "immigration-decision": {
16        "label": "A negative or positive decision"
17      },
18      "immigration-status-change": {
19        "label": "Immigration status change"
20      },
21      "biometric-residence-permit": {
22        "label": "Biometric residence permits (BRPs)"
23      },
24      "refund": {
25        "label": "Refunds"
26      },
27    }
28  }
29 }
```


Whilst working for a client we identified a need for a simple, cost-effective method of building online government forms.

Previously the only option for government departments was to build a service from scratch. This was time-consuming and expensive. Precious development time was spent re-doing the basics - creating simple pages - rather than tackling new problems.

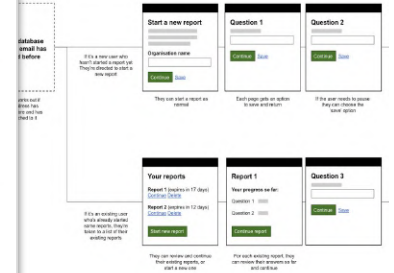
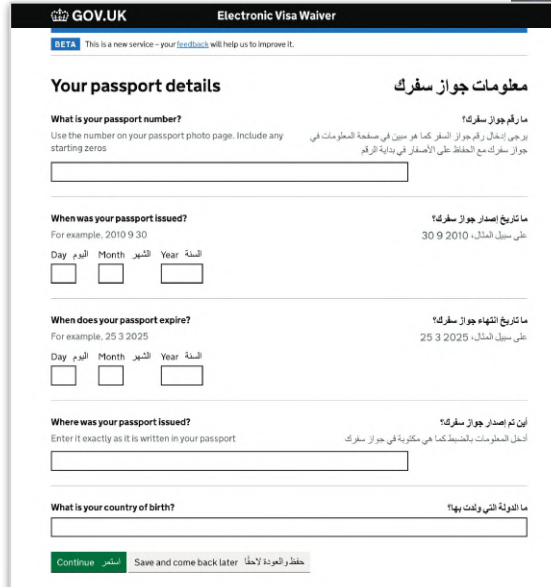
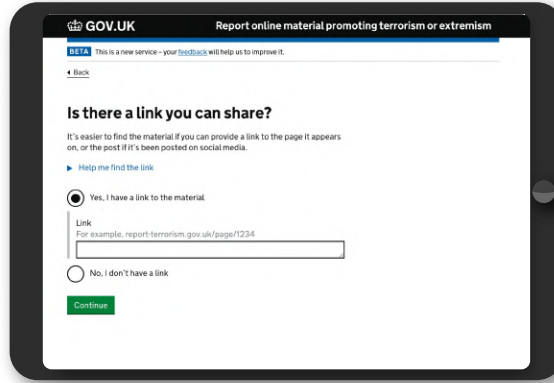
We therefore build a simple, reusable template that would allow developers to code front-end services more quickly. We made it accessible and aligned to government patterns and styles by default.

The tool is being used in 19 services and is so effective Government Digital Service considered rolling it out across the whole of government.



Some of the services created with our framework include:

- Report online terrorist material
- UKVI complaints
- Prohibited weapons and ammunition licensing
- Ending a tenancy
- Report modern slavery
- Life event verification
- Electronic Visa Waiver



Our services on G-Cloud

We provide a number of related services that can meet your needs and also be procured through G-Cloud.

- Delivery partner
- Discovery phase delivery team
- Alpha phase delivery team
- Beta phase delivery team
- Live phase delivery team
- User research
- Service design
- Content design
- Interaction design
- Delivery management
- Cloud support and operations
- GOV.UK forms
- Case management and licensing services
- Case-working workflow management and processing pipelines
- Performance dashboards and management information services
- Project rescue
- Project delivery on time and to budget
- Project delivery using JIRA and Trello



“The work delivered by Marvell Consulting has helped transform data sharing across government!”

Product Manager

Government Digital Service



Talk to us

We're always here to answer questions or to discuss the needs of your project.

gov@marvell-consulting.com

020 3886 0115

www.marvell-consulting.com



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