

G-Cloud 14 Cloud Agile Delivery Support

Service Definition – Lot 3 – Cloud Support

May 2024

This Tender is confidential and proprietary to McKinsey & Company. This Tender was prepared in response to an Invitation to Tender and may only be used by personnel with a need to know for purposes of evaluating whether to retain McKinsey & Company. No part of it may otherwise be used, disclosed, circulated, quoted or reproduced by any other person or for any other purpose and the issuer of the Invitation to Tender will not refer to or attribute any information to McKinsey & Company in any external communication without the prior written approval from McKinsey & Company. If you are not the intended recipient of this material, you are hereby notified that such use, disclosure, circulation, quotation or reproduction is strictly prohibited and may be unlawful. This Tender is likely to contain trade secrets or other material that is exempt from disclosure under the Freedom of Information Act. It should not be released under the Act without prior consultation with McKinsey & Company.

Contents

- 1 What is Digital McKinsey?
- 2 What capabilities do we provide?
- 3 How are we different?
- 4 What is our Cloud Agile Delivery Support offering?
- 5 What have we delivered for clients?
- 6 How do we bring the best of McKinsey worldwide?
- 7 How can you contact us?

1: What is Digital McKinsey?

1.1 We understand your challenges

There is an expectation for services to be readily available in the cloud, easy to find and understand, at low or no cost.

Governments around the world are using new technologies to improve existing services and deliver new ones. In many respects, the UK is a leader in this arena.

While we are several years into the cloud journey, departments and public agencies are still far from capturing the full benefits of cloud and digital. To do so, they need to answer a number of important questions:

- How to re-shape the **cloud roadmap to deliver cost savings**
- How to serve a population that is increasingly **mobile and technologically savvy** whilst also ensuring access to services
- How to use the vast amount of data created daily to **improve service quality and public experience**
- How to access **cloud expertise** from global firms and SMEs
- How to do all of these things given **incredible pressures on public budgets**

Digital McKinsey offers the best of cloud and digital in the public and private sector. In addition, Cyber Solutions by McKinsey offers a range of security services. We bring access to McKinsey & Company's unparalleled global network including:

- More than **17,000** consultants worldwide, covering **180** fields of expertise across **14** functional areas and **21** industry sectors
- **133** offices in **66** countries, across all regions of the globe
- Nearly **2,000** knowledge professionals

1: What is Digital McKinsey?

1.2 Introducing Digital McKinsey (DM)

Digital McKinsey is a venture within McKinsey focused on helping our clients solve their most complex problems through digital and cloud technologies.

We have over **850 technologists** with expertise in user interaction and digital design, mobile and cloud technologies, big data architecture, and agile software development.

Our unique approach to delivering client value allows for the quick and efficient delivery of high-quality apps.

Since our inception, we have delivered:

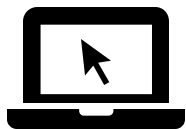
- Over **400 cloud-based apps** for clients across private and public sectors
- Over **350 mobile apps**
- Over **30 projects on big data analytics** in the cloud
- Over **50 full enterprise apps delivered to our clients**



“We appreciate your ability to adjust quickly to our ever changing needs and build strong partnerships with us to transition to cloud”

– Public Sector CEO

Bigger, Faster Impact



400+

CLOUD-BASED
APPS



350+

MOBILE
APPS



30+

BIG DATA APPS








50+

FULL
APPS

2: What capabilities do we provide?

Our work ranges from rapid prototypes to full-fledged cloud-based enterprise systems. We also provide a range of advisory services and big data analytics.

	Our cloud and digital capabilities	Our products
Xpress 	Quickly build cloud-based apps for data collection, visualisation, and automation	Automated data collection and reporting Cloud-based dashboards Hi-end data visualisations
Inspire 	Cloud-based demos to allow rapid prototyping and reduce time to defining solution	Cloud-based dashboards Customer experience improvement Wizards and widgets Calculator type templates
Innovate 	Create fully-operational cloud-based platforms for client organisations	Process automation Cloud-based simulation engines Tech-enabled fixes
Analyse 	Custom-made cloud-based data-analytics solutions , from hosting and modeling to building big data capabilities for clients	Data model definition and implementation Productisation of existing data models Full-fledged cloud-based analytics solutions
Advise 	Build agile and cloud capabilities of clients to enable delivery of cloud-based platforms using agile methods	Agile training Agile and cloud transformation Digital channel diagnostics Business Analysis Programme Management



“With your help, my teams are making progress faster than I’ve ever seen...”

– Chief Digital Officer

3: How are we different?

Digital McKinsey operates around four key principles



Hiring only the top talent

- We hire from high tech giants, start-ups and open source projects
 - The combined digital experience of an average team is 50 years
 - We have experts in UX, web, cloud, big data and agile
-



Start-up agility, McKinsey quality

- We operate with start-up agility, efficiency, and talent capture
 - And we follow McKinsey's quality and delivery values
 - For one client we re-designed the digital roadmap to target **£100m of RDEL savings, delivered in a 4 week sprint** through digital solutions
-



Execution at full speed

- We work collaboratively with our clients to deliver real value at high speed
 - At a large European public transport company, we created a **cloud-based application** to monitor all railroad bridges in the country in just **6 weeks**
-



Building client capabilities

- Our **digital academy** combines interactive courses and in-person workshops to **kick-start broad capability building with clients** on topics such as agile techniques, and DevOps
- Globally, we have built **digital and agile capabilities** for **over 1,000 technologists** at several of **our largest global clients**

4: What is our Cloud Agile Delivery Support offering?

Our capabilities

In our experience, one of the biggest challenges of cloud-based programmes is **delivering business value early, often, and throughout the service lifecycle**.

At Digital McKinsey, we have more than **50 Senior Agile Experts in UK** with the experience, skills and capabilities needed to implement agile ways of working. Our **agile transformation** offering can enable cloud-based programmes to accelerate and scale their business value. We do this by combining proprietary tools, data and approaches with client capability building directly into your digital and cloud teams.

Our approach

We use an approach of incremental roll-outs to implement agile, enabling your organisation to learn and adapt ways of working before scale up. **Every client challenge we face is different**. We have described each stage of an illustrative multi-stage programme to give you a flavour of how we accelerate delivery at scale:

Develop blueprint (~6 weeks)

- Launch team and scope blueprint
- Conduct agile assessment with business and technology teams to understand agile maturity

Potential outcomes

- Identified and sized opportunities for improvement

Pilot phase (~3 months)

- Pilot agile practices and tools in selected teams
- Add agile coaches to teams to introduce best practice agile processes
- Develop training material for next phase of roll-out

- Pilot teams show c30% increase in productivity

Expansion phase (~3 months)

- Create cross-functional teams to accelerate change
- Establish Agile Centre of Excellence to develop client capability
- Roll-out agile training programme for business and IT staff

- Business see rapid, regular value delivery from multiple teams
- Production defects reduced by 60%






Full roll out (~12 months)

- Identify teams for second round of pilot to roll out more advanced agile practices
- Distribute developers with experience from phase one into new teams
- Scale up client handover and scale down our team

- Agile in place for all customer IT projects
- Qualified client agile coaches helping teams day-to-day

5: What have we delivered for clients?

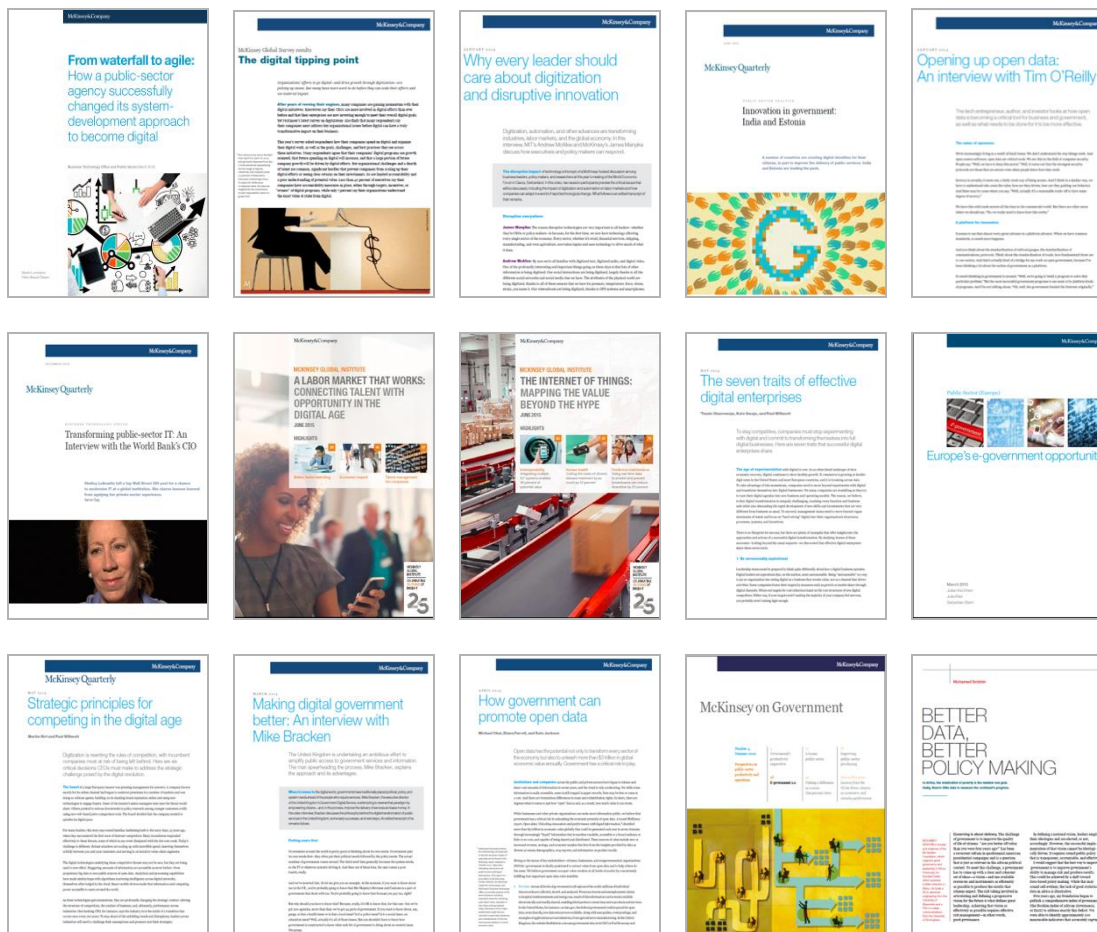
Since our launch, we have transformed hundreds of clients organisations, across multiple functions and industries. Here are some situations that illustrate our work.

	What we did:	The impact we had:
Payments processing 	Transformed large client programme moving from globally distributed functional teams to cross-functional co-located 'work cells'	New way of working resulted in 20% quicker time to market and improved frontline productivity
Logistics 	Introduced agile development to IT organisation, moving to 1 week sprints, cutting-edge dev-ops capability and full transparency of velocity and performance	Increased team productivity by up to 3x through uplift in agile development velocity Reduced defect rates by 50-60% in product releases
Technology 	Transformed large software vendor rolling out agile practices to >3,500 developers and technologists	Average realised productivity improvement of 19% Quality improvement; reduction in defect rates by 64%
Government agency 	Redesigned delivery model of an ailing project Moved programme to agile methods	Put a £100 million programme back on track Improved delivery team satisfaction Ensured business-IT alignment
Technology 	Implemented large technology transformation, from solution design to agile rollout and capability building	Client successfully implemented all legislative provisions on time

6: How do we bring the best of McKinsey worldwide?

Digital McKinsey brings with it the full capabilities of McKinsey & Company. We invest significantly in knowledge initiatives, many of which are focused on digital and cloud. Our resources include:

- **The McKinsey Centre for Government (MCG)**, a global hub for research on innovation in government performance. MCG convenes some of the best thinkers on digital government in the world, including supporting the annual meeting of the Open Government Partnership.
- McKinsey's think tank arm, **The McKinsey Global Institute (MGI)**, a leading authority on the potential of new technology. In 2015, MGI published 5 books, reports and articles on the topic of digital innovation.
- A comprehensive **knowledge repository with 50,000+ documents**, including 198 digital transformation public sector focused documents.



7: How can you contact us?

We can help you solve your digital and cloud challenges without imposing pre-defined solutions. We are available to help you find the right approach and solution. Please contact us to explore how we can help you.

First Point of Contact and fastest response: Tenderadmin@mckinsey.com

For specific queries relating to our Digital and Public Sector services:



Eoin Daly

UK Public Sector Leader | McKinsey & Company

Eoin_Daly@mckinsey.com



Alexander McNeill

Client Development Advisor | McKinsey & Company

Alexander_McNeill@mckinsey.com

Digital McKinsey



@McKinsey



McKinsey



Digital McKinsey

<https://www.mckinsey.com/business-functions/mckinsey-digital/how-we-help-clients>

McKinsey hereby confirms that there are no real or potential conflicts of interest between its proposed activities under the terms of this proposed contract and the activities it or associated companies are completing in support of other third parties.

It is the longstanding policy of McKinsey to serve competing clients and clients with potentially conflicting interests (including in connection with merger, acquisition, and alliance opportunities) and to do so without compromising our professional responsibility to maintain the confidentiality of client information. We place primary reliance on the integrity of our professional staff to maintain such confidences. Nonetheless, we ensure that consultants who develop important insights about you are not later placed in a situation of potential conflict. To assure this, consultants who had access to your confidential information will not be assigned, for a significant period following assignment for you (typically one year), to a study for another client where such confidential information could be used to your material competitive disadvantage.

Consistent with our confidentiality obligations to our clients, McKinsey is not able to advise or consult with you about McKinsey serving other clients.