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| NZ Govt Logo | Data and Information Management Service Framework: Consultancy and Professional Services: Data and Information Services: Data and Information Management | Company logo |

**Service Definition**

Data and information management is the organisation of data and information throughout the data and information lifecycle regardless of source or format for delivery through multiple channels. The focus of data and information management is the ability of organisations to capture, manage, preserve, store and deliver the right data and information to the right people at the right time, and ultimately dispose that data and information through archiving, transfer or deletion.

**Service Contact Details**

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| --- | --- |
| Contact Name: |  |
| Contact Number: |  |
| Contact Email: |  |

**Service Competencies**

Data and information management key competencies (tick all that apply):

Ability to develop an organisation wide data and information management strategy

Ability to develop and implement a data and information policy for an organisation

Ability to understand how to apply different technology solutions to support an organisation’s data and information management needs throughout the information lifecycle

Ability to implement a data and information management operational processes

☐ Extensive knowledge about industry recognised data and information management best practices and NZ Government standards, including Archives NZ Information and Records Management Standards and Government Chief Data Steward Data Content Standards.

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| Other Competencies | Please outline any other relevant competencies. |
| Provide Examples | Limit 1000 characters.  Please provide examples which demonstrate how you have used the competencies described above in providing data and information management services to your customers. |
| Case Studies (optional) | Please provide case studies (in PDF format or URL link) as supporting evidence. |

**Service Delivery Capabilities**

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| Resource Availability | Please set out your organisation’s approach for selecting, maintaining and managing the availability of its resources so that requests from agencies can be met in a timely manner. |
| Capability Development | Please set out your organisation’s approach for developing and maintaining the capability of its resources, including the nature and level of investment in individual resources for keeping up-to-date with trends and techniques of their respective discipline and knowledge of the Public Sector environment. |
| Knowledge Management | Please set out your organisation’s approach for managing the retention and transfer of knowledge created by its resources, including: knowledge management practices that ensure transfer of knowledge within the organisation’s resources and agency staff, how resources will identify opportunities to improve agency systems and processes, and how resources will add value over and above the contracted service. |
| Security | Please confirm you have a personnel vetting process which includes the New Zealand Ministry of Justice criminal record checks or equivalent, covering all staff and that this covers any sub-contractors or 3rd parties who will deliver the proposed Service(s). |

**Pricing Model**

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| Standard Rate Card | Please provide your standard rate card or pricing model |
| Pricing Model | Please note that this pricing is indicative and final pricing will be negotiated when you conclude the SOW.  Agencies will look at pricing to decide initial shortlist, so please provide meaningful info, such as   * Rate card * Blended rates * Volume discounts * Outcome based pricing options |