

**ICT17048**

**Supply of a Planning Development Management System, including Section 106 Agreement Monitoring Software with Associated Services**

**Soft Market Testing Exercise**

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## Definitions and Abbreviations

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| **Term** | **Meaning** |
| **API** | means Application Programming Interface. |
| **Associated Services** | means services offered by the organisation that enables the Council to make full and best use of the System including without limitation, upgrades, fixes, training, bespoke software development, installation, implementation, consultancy, support and maintenance. |
| **CDP Smart** | means software to monitor, analyse and report on planning applications which is designed by CDPSoft.([link](http://www.cdpsoft.com)). |
| **Confidential Information** | means any and all information in whatever form whether disclosed orally and/or in writing and/or whether eye readable or machine readable or in any other form including without limitation all trade and professional secrets, business, technical, financial, operational, administrative, marketing, economic or any other material made available by the Council to an organisation as part of this SMT process. |
| **Consultee** | means statutory consultees, non-statutory consultees and members of the public who are consulted with prior to any development. |
| **Council** | means Derbyshire County Council. |
| **County Planning Authority** | means the Council responsible for determining planning applications for mineral, waste, the Council’s own developments and for preparing the Minerals and Waste Local Plan. |
| **CPS1 and CPS2** | means formulae for county planning performance statistics that are provided to the Department of Communities and Local Government. |
| **EDRM** | means Electronic Document Records Management System – OpenText Content Server 10 ([link](http://www.opentext.com)). |
| **EEA** | means European Economic Area, the area in which the agreement of the EEA provides for free movement of persons, goods, services and capital within the European single market. |
| **EIR** | means the Environmental Information Regulations 2004 (SI 2004/3391) together with any guidance and/or codes of practice issued by the Information Commissioner or relevant government department in relation to such regulations. |
| **FOIA** | means the Freedom of Information Act 2000, and any subordinate legislation made under this act from time to time, together with any guidance and/or codes of practice issued by the Information Commissioner or relevant government department in relation to such regulations. |
| **GDPR** | means the **General Data Protection Regulation** (GDPR) (Regulation (EU) 2016/679) is a regulation by which the European Parliament, the Council of the European Union and the European Commission intend to strengthen and unify data protection for all individuals within the European Union (EU). |
| **GIS** | means geographic information system to capture, store, display and check data. |
| **Term** | **Meaning** |
| **Government** | means the government of the United Kingdom of England, Scotland, Wales and Northern Ireland. |
| **GUI** | means graphical user interface that allows Users to interact with electronic devices. |
| **Legacy Data** | means existing planning application data held on PDMS, PACS and Site Files. |
| **Legal Agreements** | means the overarching legal agreements which result from the planning obligations process, including Section 106, Section 278 and Section 38 agreements. |
| **Local Planning Authorities** | means Amber Valley Borough Council, Bolsover District Council, Chesterfield Borough Council, Derby City Council, Derbyshire Dales District Council, Erewash Borough Council, High Peak Borough Council, North East Derbyshire District Council, Peak District National Park Authority and South Derbyshire District Council. |
| **Minerals and Waste Local Plan** | means a statutory development plan for the Council and Derby City Council. |
| **Ordnance Survey** | means the national mapping agency for the United Kingdom. |
| **PACS** | means the Council’s Planning Application Control System provided by Exegesis.([link](http://www.esdm.co.uk)) |
| **PDMS** | means the Council’s in-house Planning Document Management System. The PDMS enables the management of documents related to planning applications (for new buildings or alterations to existing buildings) and manages the creation of Site Files, addition of documents, publication to and deletion from the public website. |
| **Planning Portal** | means a central point of submission allowing planning applications to be submitted electronically. The planning portal provides for the electronic transfer of data between those submitting planning applications and the relevant planning authority who will determine the application. |
| **RDBMS** | means the Relational Database Management System which is the database for the application. |
| **Section 106 Agreement** | means an agreement under Section 106 of the Town and Country Planning Act 1990 (as amended). |
| **Site Files** | means planning application records and the process that was followed, including Legal Agreements. |
| **SMT** | means a pre-procurement supplier engagement process of obtaining information from potential suppliers, to inform the Council of the range of options available and help refine the business case, and procurement strategy, for its requirements. |
| **Social Value** | means the economic, social and environmental well-being of the relevant area (Derbyshire) as defined in the Public Services (Social Value) Act 2012. |

| **Term** | **Meaning** |
| --- | --- |
| **Software** | means the application of the proposed System and associated infrastructure and components. |
| **Solution** | means an organisation’s description of the goods and services it is referring to in its response, including the System and Associated Services. |
| **System** | means all the functionality, software and applications an organisation is referring to in its response, including associated infrastructure and components. |
| **System Administrator** | means Users who will have higher level access privileges in the Development Management System, to enable User configuration. |
| **System Users** | means anyone who will use the System. |
| **Unilateral Undertaking** | means a legal document made pursuant to Section 106 Agreement of the Town and Country Planning Act 1990 (as amended). |
| **Website Users** | means members of the public who can search, view and make representations on planning applications. |

## Introduction

* 1. The Council wishes to hear from organisations willing to share information about their approach to the provision of a Planning Development Management System, including Section 106 Agreement Monitoring Software to gauge the likely level of interest in the project from the market. This will enable the Council to gain a better understanding of the Solutions available, how they could be supplied, an indication of the likely costs, and help it determine the most effective way of packaging and scoping its requirements for any future procurement opportunity. As such the Council is undertaking this SMT exercise to engage with suppliers and share information.
  2. This SMT exercise will be undertaken initially with interested suppliers through a written response. The Council will then review the information provided and seek clarification if required.
  3. It is not anticipated that there will be a need for face to face meetings. However, following consideration of the responses, if these are required, requests will be sent to all relevant respondents.
  4. All responses and submissions relating to this SMT exercise are made entirely at the interested supplier’s own risk and cost. The Council will not be liable for any costs, expenditure, losses, work or effort incurred by any organisation or third party participating in this SMT exercise.
  5. Information received from all parties will be treated as commercially confidential. Responses to this exercise are for information only and will not form part of any scored evaluation.
  6. The SMT exercise in no way commits the Council to award any contract, nor does it constitute an offer (implied or otherwise) to enter into any contractual relationship.
  7. If an organisation considers that any of the information included within its response is either commercially sensitive or confidential in nature, they should identify it specifically and explain the grounds for exemption from disclosure in accordance with the Freedom of Information Act (FOIA) 2000 or the Environmental Information Regulations (EIR) 2004; using the accompanying FOIA Disclosure Form (see Section 7) and submitting this with their response. The organisation should note that even where they have indicated that they consider the information to be commercially sensitive or confidential in nature, the Council may be required to disclose it under FOIA or EIR and the Council will be the final arbiter on such matters.
  8. Where there is any indication that a conflict of interest exists or may arise then it shall be the responsibility of the organisation to inform the Council in writing.
  9. For the avoidance of doubt, this SMT exercise is an exploratory exercise to determine feasibility and not a call for competition. It does not constitute any commitment by the Council to undertake a procurement exercise. Organisations are not prejudiced or disadvantaged by any response or failure to respond to this SMT exercise. Should the Council subsequently decide to undertake a procurement exercise, it will be carried out in accordance with the Public Contracts Regulations 2015. Please note that a response to this SMT exercise does not guarantee an invitation to participate in any subsequent procurement.

## Instructions to Respond

* 1. **Written responses to the questions in Section 6,** should be submitted through the Council’s electronic tendering system by **11.00am on Wednesday 21st February 2018.**
  2. The following documents and web links are provided in this SMT exercise to assist you. Please ensure you have downloaded and read all of these before you respond:
* SMT Exercise (This document);
* Appendix A Technical Infrastructure;
* Supplier Information Security Policy ([link](https://www.derbyshire.gov.uk/working_for_us/data/away_from_your_desk/working_with_the_public/default.asp));
* Corporate Digital Records Preservation Policy ([link](https://www.derbyshire.gov.uk/images/Corporate%20Digital%20Records%20Preservation%20Policy_tcm44-146447.pdf)); and
* Current Planning Applications ([link](https://www.derbyshire.gov.uk/environment/planning/planning_applications/current_applications/default.asp)).
  1. The information provided by the Council should assist you in completing your response. Should you require any clarification relating to the information supplied or the process itself, please submit your questions through the discussions feature of the Council’s electronic tendering system by **5pm on Friday 9th February.**
  2. Any clarification questions that are of a sensitive nature must be clearly identified as such on submission. This will then be taken into account by the Council in deciding how to distribute the question and response. All questions will be considered by the Council, and where appropriate, responses shall be provided to all parties by **5pm on Wednesday 14th February**. However, the final decision to answer any question shall be solely at the discretion of the Council.
  3. The Council recognises that all prices quoted in response to this SMT exercise are indicative and not legally binding. However, the Council would appreciate as much detail and accuracy as organisations feel able to provide, to enable the Council to determine the necessary budget requirements. At a later date, should the Council seek to invite tenders, organisations choosing to submit a formal tender response will be expected to provide fixed and firm prices at that stage.

* 1. In the event of an emergency only, if you have any queries that cannot be submitted through the electronic tendering system, please contact:

Name: Guy Wilding

Email: Guy.wilding@derbyshire.gov.uk

Telephone: 01629 536256

## Background

* 1. **The Council**

The Council is represented by 64 elected members who are elected every 4 years. Elected members are democratically accountable to residents who live in their electoral division.

The Council departments are:

* Commissioning, Communities and Policy;
* Adult Care;
* Children’s Services; and
* Economy, Transport and Environment.

The Head of Paid Service and the Strategic Directors of each department form the senior management team; responsible for delivering a variety of services to the local community across the county of Derbyshire.

Further information can be found at:

<http://www.derbyshire.gov.uk/council/council_works/departments/default.asp>

* 1. **The Service**

The County Planning Authority sits within the Economy, Transport and Environment department and is responsible for preparing the Minerals and Waste Local Plan and determining planning applications for mineral, waste, and the Council’s own developments.

The Council is an important provider of services and infrastructure to support development for which contributions are sought from developers towards the provision of those services, secured through Legal Agreements. Judicious administration and monitoring of Section 106 Agreements and other planning obligations is necessary to ensure that monies due are recovered, spent in accordance with the Section 106 Agreement and reported in line with Government guidance.

The County Planning Authority needs to operate within the legislative requirements set out within the Town and Country Planning Act 1990, as amended, the Town and Country Planning (Development Management Procedure) (England) Order 2015, the Town and Country Planning (Environmental Impact Assessment) Regulations 2017 and the Community Infrastructure Levy Regulations 2010, as amended. The System will need to ensure that System Users are able to adhere to the requirements of those regulations or any subsequent amendments to them.

The Council works in partnership with other Local Planning Authorities, and may wish to integrate with their systems to monitor information such as housing, employment and planning information.

The Council is strengthening its approach to mobile and flexible working and wishes to explore the functionality that can be provided by the latest systems in the market.

The Council has internal ICT resources to support its technical infrastructure. Any System procured by the Council will need to be compatible with this infrastructure (see Appendix A).

## Requirement Overview

The Council would like to hear from suppliers that have a fully functional intuitive System to administer and manage the Council’s planning processes and monitor Legal Agreements.

The System will replace two existing systems; an internally hosted (on premise) planning application system provided by PACS and the Council’s own (in-house developed) PDMS workflow system. In addition the Council is also looking for a System to allow the monitoring of Legal Agreements to replace the current manual process. The System will be used by up to 50 concurrent System Users with varying levels of permissions. There will also be a requirement for members of the public to search, view and make representations on planning applications.

The Council wishes to explore the options for either a single Planning Development Management System that includes the functionality to monitor Legal Agreements or two separate Systems.

The System will support the monitoring of Legal Agreements and Unilateral Undertakings for planning applications granted by both the County Planning Authority and Local Planning Authorities.

The Council has a requirement for all planning applications to be submitted electronically and currently utilises the Planning Portal.

The Council must continue to own all of the data, which may be hosted by the supplier, including access to the data at any point to download or upload new changes. The System must have a simple GUI for both System Users and System Administrators to create new applications, requests and workflows. It must be intuitive to operate and simple to learn taking into account the differing needs and abilities of System Users and Website Users.

* 1. **Functionality Required**

The Council wants to explore whether the following functionality is available in a Planning Development Management System:

* Functionality to manage all workflows including:
  + - Pre-application enquiries;
    - Planning applications;
    - Applications for mineral review;
    - Whether hazard substance consent is required;
    - Certificates of lawful established development;
    - Non-material amendments;
    - Submissions under conditions; and
    - Management of planning and enforcement appeals.
* Ability to create individual planning records;
* The ability to store and manage documents generated and received as a result of planning applications processed within the System, or using the Council’s current EDRM system;
* Functionality to manage and publish planning applications online;
* A robust validation process that identifies conservation areas, listed buildings, flood zones etc.;
* Generation of statutory notices and subsequent publication to the Council’s website;
* The automatic generation of a Consultee list and the subsequent provision of any relevant information to those Consultee’s;
* The ability to generate documents including:
  + - Document templates; and
    - Report templates.
* Functionality for System Users to monitor and enforce planning conditions and breaches of planning control;
* Functionality for System Users to monitor Legal Agreements and other planning obligations, including:
  + - Generation of consultation letters;
    - Consultation replies;
    - Developer contributions requested;
    - Ability to record contributions claimed;
    - Monies received and spent;
    - Generation of financial and monitoring reports;
    - Ability to apply indexation to payments; and
    - Identification of claimant.
* The provision of a comprehensive reporting suite with the ability for System Administrators to create and edit reports, to include:
  + - CPS1 and CPS2;
    - Performance management;
    - Bespoke reports; and
    - Real time reporting;
* Notifications and alerts; and
* A search facility for Systems Users and Website Users.
  1. **Services Required**

The following services would be required of the System:

* + Legacy Data migration from PACS, PDMS, and Site Files including Section 106 Agreement data.
  + Training;
  + Implementation (to include project management);
  + Software support and maintenance;
  + Account Management; and
  + Integration to other systems, e.g. GIS, CDP Smart.

## Questions

Please provide your responses to the following questions in the spaces provided. It is not necessary to provide sales literature or brochures with your responses as these will be requested if required.

|  |  |  |  |
| --- | --- | --- | --- |
| * 1. **Contact Details** | | | |
| Please provide your contact details for enquiries about this questionnaire. | | | |
| Organisation Name: | | |  |
| Contact name: | | |  |
| Postal Address: | | |  |
| Country: | | |  |
| Telephone: | | |  |
| Mobile: | | |  |
| E-mail: | | |  |
| * 1. **Functionality** | | | |
| 6.2.1. | The Council would like to explore the options available for a System to monitor and identify monies for Legal Agreements. Please explain the options available within your System for this and include in your response:   * Whether this is available within the System as an optional module, or as a separate component. * If they are separate components, do they have the ability to integrate with each other? | | |
| **Response:** | | |
| 6.2.2. | The Council would like to understand what workflow capabilities your System provides. Please explain the options available within your System for this and include in your response how the Council could deliver the workflows outlined in Section 5.1. | | |
| **Response:** | | |
| 6.2.3. | Please explain whether your System could automate the storage of associated documents including how the documents are stored, for example within the System database on a structured file share, or EDRM. | | |
| **Response:** | | |
| 6.2.4. | The Council would like the ability to create new planning records. Please explain whether your System could provide this functionality and include in your response the options available. | | |
| **Response:** | | |
| 6.2.5. | Please explain whether your System has the functionality to identify conservation areas, listed buildings and flood zones etc. | | |
| **Response:** | | |
| 6.2.6. | The Council has a requirement to monitor and enforce planning conditions and breaches of planning control, including the generation of statutory notices and subsequent publication to the Council’s website.  Please explain whether your System could provide this functionality and include in your response the options available. | | |
| **Response:** | | |
| 6.2.7. | The Council would like to explore options for consulting with Consultees. Please explain whether your System could manage this and include in your response:   * How the System could deliver this functionality; * How different types of Consultees can be managed; * How a Consultee list could be generated and any subsequent information sent to Consultees; and * Any relevant screenshots. | | |
| **Response:** | | |
| 6.2.8. | The Council would like the ability to generate documents within the System including document templates and report templates. Please explain whether your System could provide this functionality and include in your response the options available for documents and templates that are stored external to the system, e.g. on a structured file share or EDRM. | | |
| **Response:** | | |
| 6.2.9. | The Council has a requirement to monitor Legal Agreements to ensure monies are received and spent in accordance with the regulations.  Please explain whether your System could provide this functionality and include in your response the options available. | | |
| **Response:** | | |
| 6.2.10. | Please describe the different types of notifications and alerts available within your System. | | |
| **Response:** | | |
| 6.2.11. | Please explain the extent to which your System supports end User access from any PC, laptop, tablet or mobile device and how the end User access is achieved securely. | | |
| **Response:** | | |
| 6.2.12. | The Council has a requirement for all planning applications to be submitted electronically and currently utilises the Planning Portal. The Council is also interested in exploring any alternative methods of automatically submitting electronic planning applications.  Please explain whether your System could provide this functionality or could integrate with the Planning Portal and include in your response the options available. | | |
| **Response:** | | |
| 6.2.13. | The Council is keen to understand how the System could enable us to work collaboratively with Local Planning Authorities and the ability to share data.  Please explain how your System could support the Council to achieve this aspiration. | | |
| **Response:** | | |
| 6.2.14. | The Council publishes details of current planning applications, associated documents and a site map ([link](https://www.derbyshire.gov.uk/environment/planning/planning_applications/current_applications/default.asp)).  Please explain the options your System has for this type of functionality and how the Council could access the relevant details and documents for publication. | | |
| **Response:** | | |
| 6.2.15. | The Council would like the ability for System Users and Website Users to search the System.  Please explain whether your System offers this functionality and include in your response the search methods available. | | |
| **Response:** | | |
| 6.2.16. | The Council would like to understand how System Users and Website Users would access your System, please include in your response:   * Whether the System is accessible from web browsers and which versions it currently supports; * How your system is deployed to System Users and Website Users; and * What the bandwidth requirements are? | | |
| **Response:** | | |
| 6.2.17. | Please describe the data access and user permission levels available within your System including the extent to which they can be tailored, for example:   * System Administrator - creation of new System Users and datasets, setting of data permissions, scheduling data imports and exports; * Data editor - edit data and metadata that they have permissions to; and * Data viewer - data view permissions for individuals or groups of System Users and Website Users. | | |
| **Response:** | | |
| 6.2.18. | Please provide details of your System licencing options, for example the types of licencing; named or concurrent, User or device, perpetual and enterprise/site licensing and any other third party licenses.  Please include any associated costs in 6.10. | | |
| **Response:** | | |
| * 1. **Reporting** | | | |
| 6.3.1 | | The Council will require the System to provide both standard and bespoke reporting, for example a report to manage the performance of determining planning applications.  Please describe how this can be achieved and include in your response:   * How the Council could easily create branded, bespoke reports; and * Whether the reports can be exported to other applications such as Microsoft Word, Microsoft Excel, PDF or in other formats. | |
| **Response:** | | | |
| * 1. **Hosting** | | | |
| 6.4.1 | | Please explain the hosting options available for your Solution and the implications (advantages and disadvantages) for each option including any limitations or restrictions.  If the Solution was to be externally hosted, the environment must be compliant with ISO/IEC 27001 (or equivalent) and data must be stored securely in accordance with the Data Protection Act 1998 (and forthcoming GDPR requirements). Data Sharing Agreements must be in place (including for any relevant sub-contractors) for data hosted outside of the EEA. Any changes to the hosting arrangements or proposed movement of data outside of formal agreements, would be subject to prior written agreement by the Council.  If the Solution was to be internally hosted (on premise) it must be compatible with the Council’s infrastructure (see Appendix A Technical Infrastructure). Please explain the infrastructure and equipment requirements and confirm the RDBMS version and edition required to run your System (e.g. SQL Server 2016 Standard Edition). | |
| **Response:** | | | |
| * 1. **Integration** | | | |
| 6.5.1 | The Council would like to understand your approach to exporting and importing data, for example GIS. Please include in your response:   * Available file formats; * Any database restrictions for example, Oracle, Microsoft Access, SQL Server; * Ability for imports and exports to be manual and scheduled events; * Ability to import Ordnance Survey data and keep it up-to-date; and * What APIs are currently available. | | |
| **Response:** | | |
| 6.5.2 | Please describe how your System could integrate with other systems external to the Council, for example CDP Smart and other supplier planning and monitoring systems. | | |
| **Response:** | | |
| * 1. **Commercial Requirements** | | | |
| 6.6.1 | The Council would like to understand your approach to implementation, including indicative timescales, Council resources, installation requirements and the data migration process.  Please provide details of your approach to implementation based on the functionality outlined in section 5, and include in your response approaches other customers have used when migrating historic and Legacy Data. | | |
| **Response:** | | |
| 6.6.2. | The Council needs to determine what insurance requirements will be necessary for this contract. Please provide details of the insurance levels that you currently have for the following:   * Public Liability; * Product Liability; * Employer Liability; * Professional Indemnity; and * Cyber Liability, including 3rd party data.   Please also explain the extent to which your organisation is able to accommodate increases to these insurance limits and any implications for doing so, should this be deemed necessary by the Council. | | |
| **Response:** | | |
| 6.6.3. | The Council would like to understand the differing levels of training you offer and the format available.  Please explain the options available for System Administrators and System Users. | | |
| **Response:** | | |
| 6.6.4. | Depending on whether the System is internally or externally hosted, the Council’s requirement for support and maintenance may vary. For an internally hosted System the Council would seek to utilise its own technical resources for 1st and 2nd line support. How would you support this?  Regardless of the hosting environment, the Council would still require access to a helpdesk (or similar) and service level agreements, which provide:   * Response and fix times; * Service credits; * Access to a help desk; and * Any available options for out of hours support.   For each option please explain the support arrangements you are able to offer and include your standard hours of operation and standard service levels offered. | | |
| **Response:** | | |
| 6.6.5. | The Council has developed a Social Value Procurement Framework, to support its commitment to ensuring Social Value benefits are achieved in any 3rd party contracts for goods and services. The framework can be accessed here:  <https://www.derbyshire.gov.uk/images/Appendix%20B%20Draft%20Social%20Value%20Procurement%20Framework_tcm44-284411.pdf>  Please describe what economic, environmental or social benefits you would consider able to provide in Derbyshire for this contract; include in your response any examples of where your organisation has incorporated Social Value into a similar contract and the methods adopted for measuring successful achievement; e.g. offering work experience/apprenticeships could contribute to the outcome ‘A skilled and confident workforce’, or sponsorship/volunteering for local sustainable food initiatives could contribute to the outcome ‘People supported in hard times’. | | |
| **Response:** | | |
| 6.6.6. | Please outline your reasons as to what length of contract your organisation feels would be appropriate for a contract of this nature to provide the best return on investment for the Council. | | |
| **Response:** | | |
| 6.6.7. | Please provide a copy of your organisation’s standard terms and conditions including licence agreement. | | |
| **Response:** | | |
| * 1. **Information Security** | | | |
| 6.7.1. | The Council has achieved ISO27001:2013 certification and has established an Information Security Management System (ISMS) in accordance with the requirements of ISO27001 and ISO27002 code of practice for information security controls.  As part this ISMS, the Council has a Supplier Information Security Policy, ([link](https://www.derbyshire.gov.uk/working_for_us/data/away_from_your_desk/working_with_the_public/default.asp)), which contracted suppliers will need to comply with. The data for this project is likely to be categorised as Restricted in accordance with Appendix A of the policy.  Please provide an indication of whether you would be able to comply with these Restricted data requirements, and identify within your response any limitations or issues you may have. | | |
| **Response:** | | |
| 6.7.2. | The Council has a Corporate Digital Preservation Policy ([link](https://www.derbyshire.gov.uk/images/Corporate%20Digital%20Records%20Preservation%20Policy_tcm44-146447.pdf)) designed to ensure continued information access, preservation and availability within secure managed archiving processes in accordance with retention, disposal requirements and Data Protection legislation.  Please provide an indication of whether you would be able to comply with this policy, and identify within your response any limitations or issues you may have. | | |
| **Response:** | | |
| * 1. **Additional Functionality** | | | |
| 6.8.1. | | The Council is also keen to embrace technology to enhance efficiency. Please provide details of any additional functionality/modules or planned developments which may be of interest to the Council which have not already been covered above. | |
| **Response:** | |
| * 1. **Supplier Interest** | | | |
| 6.9.1. | | What factors are likely to influence your organisation’s interest in any future procurement exercise? Please identify any issues, concerns or risks that might prevent your organisation from participating. | |
| **Response:** | |
| 6.9.2. | | Please identify any additional information you would require within a tender specification in order to provide a fully costed response. | |
| **Response:** | |
| * 1. **Summary** | | | |
| 6.10.1 | | Please provide the Council with an overview of the Solution to ensure the Council has a full holistic view of what would be included and how the components interrelate. | |
| **Response:** | |

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| * 1. **Indicative Pricing** |
| The Council needs to understand the cost elements of your Solution to enable a suitable price schedule to be developed for any future procurement of this requirement.  Please provide an indicative pricing model for your Solution, which should include all the cost elements that would apply including a price breakdown for each individual module where applicable.  Please use the table provided in conjunction with the response box.   |  |  |  | | --- | --- | --- | | **Solution Element** | **Internally Hosted Option (£)** | **Externally Hosted Option (£)** | | **One-off Implementation Costs** | | | | Project management |  |  | | Data migration |  |  | | Integration(s) |  |  | | Add additional rows as required |  |  | | **Recurring annual fixed charges** | | | | Annual support and maintenance costs |  |  | | Annual hosting charges |  |  | | Annual licenses for System Administrators |  |  | | Annual licenses for System Users |  |  | | Annual licenses for Website Users |  |  | | Add additional rows as required |  |  | | **Optional Costs** | | | | Legal Agreements Management |  |  | | User training (day rate) |  |  | | System Administrator training (day rate) |  |  | | Any other associated costs |  |  | | Add additional rows as required |  |  | |
| **Response:** |

## FOIA Disclosure Form

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| **Please print this form, provide a hand-written signature and scan the signed copy for inclusion in your electronic response; submitted through the Council’s e-tendering system.** | |
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## Appendix A – Technical Infrastructure

| **Version** | **Author** | **Date** | **Comments** |
| --- | --- | --- | --- |
| 0.1 | Strategic Sourcing Manager | 11/10/2013 | Draft – pre publication. |
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| 1.0 | Strategic Sourcing Manager | 05/11/2013 | Agreed for publication. |
| 2.0 | Assistant Director | 16/07/2014 | Revised. |
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| 3.3 | Assistant Director | 28/04/2016 | Update of technical details. |
| 3.4 | Deputy Director of Transformation | 12/05/2016 | Update of number of personal computers (1st paragraph). |
| 3.5 | Strategic Sourcing Manager | 19/12/2016 | Additional section added, title page and footer updated. |
| 3.6 | Strategic Sourcing Manager | 23/01/2017 | New logo and page 4 amendment. |
| 3.7 | Network Team Leader | 09/02/2017 | Updated Technical Details |
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| 3.9 | Commissioning Support Officer | 19/06/2017 | SAP OrderPoint SRM system version updated |
| 3.10 | Assistant Director | 25/09/2017 | Updated technical details |
| 3.11 | Strategic Sourcing Manager | 20/11/2017 | Instructions for editing added |
| 3.12 | Commissioning Support Officer | 18/12/2017 | Updated Desktop Management section |

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## Introduction

ICT is delivered through the ICT Services team as a central ICT function. ICT Services provides a service to all the Council’s departments to enable the best use of technology and to enable them to deliver their own service plans. The ICT estate includes 7,400 personal computers, the data and voice network covering over 300 locations in Derbyshire, and over 400 servers, many of which are virtualized in a Microsoft Hyper-V environment. The Council operates many software applications for the business, the key ones being:

* Enterprise Resource Planning (ERP) system: ECC v6 from SAP for the Council’s core human resources (HR), payroll and finance system; Electronic Orderpoint system SAP SRM v7.3;
* Office 365 from Microsoft for email and associated services
* Electronic Social Care Record (ESCR) system: Frameworki from Corelogic; and
* Electronic Document Records Management (EDRM): Livelink Server 10 from OpenText.

## Communications Network

The Council currently has a mixed wired and wireless network infrastructure, using Ethernet topologies; with 1Gbps Ethernet backbone and 100Mbps switched Ethernet to the desktop throughout.

Cisco networking equipment is used across the Council at all corporate sites. A Virtual Switching System (VSS) is implemented using Cisco Catalyst 6500 series switches diversely routed across the County Hall campus and to the second data centre at Shand House, Darley Dale.

The current core network consists of two pairs of Cisco 6509-E chassis running the VSS. These are located on separate sites, the primary pair located at County Hall, with the 2nd pair of core switches located at the Council’s Disaster Recovery (DR) site at Shand House, which is 3 miles away. Each pair currently has 20Gbps VSL EtherChannel link between supervisors, and both pairs are connected by a 20Gbps EtherChannel.

Within the two data centres the converged network infrastructure is based on dual 10Gbps connections to the VSS network cores from the data centre fabric operating at 40Gbps utilising Cisco Nexus 5696Q series switch pairs. Connectivity between the primary and secondary data centres is by two diversely routed 10Gbps circuits.

The Derbyshire Wide Area Network (WAN) is a BT VPLS cloud solution. There are 10Gbps connections into each data centre providing a resilient solution for all administrative sites connected to the centre. All sites now have in excess of 10Mbps connections, depending on their size and function.

The Council has a Voice over Internet Protocol (VoIP) telephone system operating on this upgraded infrastructure, so far over 7,000 handsets have been installed in over 200 establishments. The VoIP system is run on a Mitel 3300 Platform.

The Council’s wi-fi network is based on over 440 Cisco wireless access points and provides filtered access to the internet for staff and guest users. The scope of the network is currently limited to 2,500 concurrent users, but this is about to be increased to up to 10,000 users.

The Council has a F5 BIG-IP solution which provides load balancing (LTM) of internal applications and web traffic.

## Server and Storage Management

The Council operates over 450 Windows servers across two data centres based at County Hall, Matlock and Shand House, Darley Dale. The Windows based servers are hosted on HP C-class Blade and HP Proliant series hardware, the majority of the Windows servers are hosted within a virtualised environment using Microsoft Hyper-V as the hypervisor. A Microsoft Server Cloud Enrolment enterprise agreement provides licensing across the server estate until March 2018 and is supported annually by a Microsoft Premier Support agreement.

The primary storage platform is NetApp FAS8040 utilising Clustered Data OnTap at both data centre sites. Total tier 1 disk storage is 280TB at the primary site (County Hall), and 280TB at the secondary site (Shand House). Storage presentation is over the converged data centre fabric (Cisco Nexus switch pairs) utilising SAN and NAS protocols. Data is replicated asynchronously between the two data centre sites. Secondary storage platforms in use are; NetApp FAS2240, at the primary site 48TB total disk storage used for user home drive file data presented in CIFS shares, NetApp FAS2240 at the secondary site used for SnapVault 120TB total disk storage, and a staging/development storage tier using NetApp FAS2552 with 1600GB SSD and 18TB total disk storage. All the above storage tiers are configured as RAID 6 DP.

All storage tiers utilise, versioning, Snapshot technologies, thin provisioning, compression and deduplication at block level. There is 4TB direct attached storage on traditional Windows servers, but it should be noted that the traditional estate is being further rationalised in favour of hosting OSE within virtual environments. The traditional Windows servers use a mixture of VRAID1 and VRAID5 storage array configurations.

Backups for Windows servers are taken using HP Data Protector via the enterprise tape libraries. There are three enterprise MSL 8096 and one 4048 tape libraries with a total of 14 LTO4 tape drives. The backup solution utilises hardware encryption at the tape head. A daily incremental, weekly full, monthly full and annual full backup are taken with offsite security copies rotated weekly. Snapshots (NetApp SnapManager®)committed to the vault located at the second data centre are written to tape media on a weekly basis and stored off site.

The Council maintains asynchronous replication of data between the two data centre sites over dual diversely routed10Gbps WAN links. The data centre at the Shand House site is maintained for failover in the event of a disaster. Failover is configured for the virtualised estate between both data centre sites with point in time recovery from snapshot versions maintained on disk storage. Traditional server systems are reliant on data recovery from traditional securities taken to tape media. Offsite copies of data are maintained for recovery purposes in the event of a disaster affecting both data centre sites.

Core Financial, Payroll, HR and Electronic Orderpoint systems have been implemented using a SAP platform and are virtualised on the NetApp 8040 tier 1 storage and associated HP C-class Blade systems. These core systems are hosted within a HyperV platform and utilise high availability (HA) and site recovery functionality.

The roles of the Windows servers located at County Hall are print, application, database (SQL Server and Oracle), web (internet, intranet and extranet), EDRM, terminal services (Microsoft Remote Desktop Services), TMG (Reverse Proxy and firewall) and RADIUS services, 2 Factor Authentication (2FA), domain controllers, network monitoring/management and virus definition services. The Microsoft System Centre (MSC) 2012 Suite is used to manage the desktop and server estates, an upgrade to MSC 2016 is planned for the majority of the components by the end of 2017. Supported versions of the Microsoft Windows Server 32bit and Windows Server 64bit operating systems are in use within the infrastructure. Critical updates and patches to server systems are applied every month to ensure that compliance of 100% is maintained within 30 days of the release of an update. Business critical applications are provided by Windows Server 2008/2012 clustered (N+1 configuration) SQL servers, Hyper-V and IP-load balanced web servers.

## Desktop Management

ICT Services currently utilises Microsoft’s System Centre Configuration Manager (MSCCM) 2012 to help manage the Council’s IT assets. An upgrade to MSCCM 2016 is planned during 2018.

### Current Desktop Specifications

#### Desktop

*Standard Spec*

* Intel® Core™ i5 Processor i5-6600, 3.30GHz, Quad Core;
* 8GB of RAM on 64bit OS;
* Hard disk drive 240GB SSD minimum; and
* Microsoft BitLocker drive encryption using TPM.

*High Spec*

* Intel® Core™ i7 Processor i7-6700, 3.40GHz, Quad Core;
* 16GB of RAM on 64bit OS;
* Hard disk drive 540GB SSD;
* Microsoft BitLocker drive encryption using TPM.

#### Laptop

*Standard Spec*

* Intel Core i5 processor 5350U, 1.8 > 2.9GHz Dual Core;
* 8GB of RAM on 64 bit OS; Hard disk drive 240GB SSD; and
* Microsoft BitLocker drive encryption using TPM.

*High Spec*

* Intel Core i7 processor i7 5950HQ, 2.9 > 3.8 GHz Quad Core;
* 16GB of RAM on 64 bit OS; Hard disk drive 240GB SSD; and
* Microsoft BitLocker drive encryption using TPM.

#### Standard Software

* Operating System:
* Microsoft Windows 7 SP1 32bit,
* Microsoft Windows 7 SP1 64bit,
* Microsoft Windows 8.1 32bit,
* Microsoft Windows 8.1 64bit,
* Microsoft Windows 10 (Current Branch for Business) 64bit,

#### Standard Applications

* Microsoft Office 2013 minimum;
* OpenText Enterprise Connect Framework 10.3.1; and
* Internet Explorer 11 and above.

#### Most Commonly Used Browsers

* Internet Explorer – to keep pace with security and version releases;
* Edge – to keep pace with security and version releases
* Chrome – to keep pace with security and version releases; and
* Firefox – to keep pace with security and version releases.

Any required 3rd party software components should be kept up to date and keep pace with the current security releases.

The Council has rolled out Windows 7 to the desktop and laptop estate, but has an increasing number of Windows 8.1 and Windows 10 machines. A plan to upgrade to Windows 10 is being developed and rollout is expected in 2018.  The Windows 10 estate will be keeping pace with the Semi Annual Chanel releases of the operating system

The hardware specification is the minimum currently purchased. However, the majority of the current estate will be of a lower specification.

System Centre Service Manager 2012 Service Pack 2 is used to track service calls and associated Microsoft Configuration Management software updates and patches PCs and laptops across the Council’s WAN.  This element of the System Centre suite is not planned to be upgraded.

## Mobile Infrastructure

The Council has a contract with EE for its mobile voice and data; including the provision of call charges, connectivity and devices. However, there is no ubiquitous mobile or broadband coverage for 2G, 3G or 4G networks within the county.

### Smartphone Specification

The standard specification for the Council’s smartphones is determined through regular evaluation of available handset models and is currently under review, ideally mobile applications should be OS agnostic. The current environment consists mainly of Windows 10 mobile devices.

* Bundled data tariffs of 500MB or 1GB; and
* Push email to compatible mobile devices.

## Application Systems Development and Support

Major in-house development is only undertaken if a package solution cannot be found or is judged too costly. Business cases and option appraisals are completed for each new major project before deciding which approach should be adopted. ICT systems conform to the Council’s strategy for its IT infrastructure and to central government’s e-GIF standards.

Most system development work often involves the integration of bought-in packages, particularly to the Council’s ERP system. Currently, systems development is preferably web-based and is undertaken using Visual Studio 2010 (.NET framework), normally in conjunction with SQL 2008/2012. However, many legacy systems still operate which use Access and Visual Basic; but the intention is that these should be phased out over time.

**Please note** – Application, web and database updates, upgrades and troubleshooting of incidents are carried out with the support of the Council’s data centre and application support teams.  Suppliers are not granted administrative permission on the internal infrastructure, so these activities are conducted under a supported and supervised remote session with approvals through a change control process.

## E-mail and Internet

There is an externally hosted contract for providing an e-mail and internet service, which consists of over 10,000 email accounts using Microsoft Exchange 2010 and Microsoft Outlook. Dual diversely routed telecommunications links are provided to ensure high levels of service availability.

The service includes filtering of internet and email content and utilises Juniper remote access gateway in conjunction with Vasco based strong 2FA to enable access to systems from non-Council locations. Juniper access is also enabled and provides controlled access from non-Council equipment and external users, whilst restricting access to specific applications and locations. Virtual Private Network (VPN) access is used to facilitate 3rd party support. Email to SMS txt conversion is used to support 2FA access and facilitate public consultations and views.

The internet filtering, via a Websense solution, provides over 90 filtering categories and has different filtering policies for different user groups. The service includes:

* + Monitoring and reporting;
  + Intrusion detection and prevention (IDP) with reporting; and
  + In-line anti-virus scanning and spyware/malware filtering.

The Council provides VPN/Access portal via Juniper, which includes:

* + A single secure clientless portal (1000 user licence/6000 ICE)
  + Secure Meeting (250 meetings);
  + Network access to files and folders;
  + 2FA;
  + Secure portal access;
  + Host checker ability to perform defined security checks on clients before allowing access;
  + User and role based access;
  + Federal Information Processing Standards; and
  + Virtual workplace functionality so can use home machines without leaving any data.

The Council utilises Instant Messenger with Presence for all email users and Office Communication Server 2007 is provided with full facilities for 50 users.

A project is underway to replace the current contract and the email service will move to Microsoft Office 365 in September 2017. Included in this project is a move to Skype for Business to replace Instant Messenger. The full facilities in Office 365 will be gradually introduced following the completion of the email migration. The remainder of the contract will be transitioned to a new provider in early 2018.

## Website Hosting and Content Management

The Council has an in-house web hosting and content management infrastructure which hosts a number of internet, intranet and extranet based websites, both for the Council and for partner organisations.

Websites are developed in-house to WCAG and WAI accessibility standards, and are managed and maintained using SDL Tridion as the content management system, although this under review. Editors from across the Council and from partner organisations are responsible for using SDL Tridion to manage and update areas of the websites.

The majority of websites are developed using Active Server Pages (ASP) and VBScript. A number of web-based applications have also been developed in-house and integrated into the websites. These mainly use ASP and VBScript, in conjunction with Microsoft SQL databases. A number of Microsoft .NET applications are also integrated with the websites.

## Disaster Recovery

Disaster recovery is based upon the loss of the main data centre at the County Hall, Matlock site with failover of business critical services to the second data centre at the Shand House, Darley Dale site. Failover of services between data centres using HyperV is managed through System Centre Orchestration and PowerShell scripts. ICT Services manages the DR testing procedures, with departmental staff participation in DR tests.

## Security

The Council has acquired ISO27001 accreditation and all new solution providers are expected to demonstrate equivalent compliance within their organisation and their solutions.

The Council does not currently support Bring Your Own Device (BYOD), however, the need to manage portable devices with Windows, and non-Windows operating systems such as Android and IOS is becoming a priority.

## Software Licences

The Council has a mixture of corporate and academic device based licences within the estate. The current split is approximately 5,200 corporate and 2,200 academic.

### Corporate Licensing

The Council has entered into a new Secure Productive Enterprise (SPE) E3 Agreement during 2017, which is effective from the 17th March 2017. The SPE includes Windows 10 Enterprise E3, Office 365 Enterprise E3 and Enterprise Mobility and Security (EMS) E3. The licensing agreement is based on a user model, subscription based and covers the corporate environment.

### Academic Licensing

The Council has a separate subscription EA for the desktop academic estate (none Schools). This covers those devices that are used primarily for delivering services to libraries and schools; there are around 2,200 of these. The same versions of software are deployed as within the corporate environment.

At present no SPE Agreement is available to cover the academic estate so this will remain unchanged. Additional add-ons have been attached to this agreement so that the academic estate is licensed the same as the corporate estate. The additional add-ons include, Enterprise Mobility Suite (EMS), Office 365 EDU and Windows Enterprise Software Assurance.