

Invitation to Tender

For the provision of

Housing Repairs Data and Application Solutions

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1. Introduction
   1. Outline Scope of Requirements
      1. Nottingham City Council **on behalf of Bassetlaw District Council** (hereafter 'the Authority') is seeking tenders from sufficiently experienced and qualified contractors to establish a Property and Housing Repairs Software contract to provide a business application for the secure management of Housing Repairs.
      2. The main objectives for the tender are to:
         * Replace existing applications
         * Reduce applications to provide a seamless and integrated solution
         * Use of latest Cloud Technology for the hosting of the solution
         * Easily adaptable for future Housing requirements
      3. The Primary Contact for the Authority will be Karen Smith, ICT Services Manager.
   2. Contract Duration
      1. The contract will be awarded to one supplier for an initial duration of 5-years with the option to extend for a further two periods of 1-year, at the Authority’s discretion.
   3. Contract Value
      1. The **total** contract value, including hosting, full support and maintenance of a full hosted repairs solution where the Authority is not required to purchase any additional applications to fulfil its requirements is estimated to be no more than £90,000 per annum and approximately £630,000 over the total length of the contract, including the potential extension periods. In addition, the Authority has a budget for implementation / migration, which it is expecting to be in the region of c. £65,000 dependent on the solution the bidder proposes.
   4. Procurement Timetable

|  |  |
| --- | --- |
| **Stage** (The dates provided may be subject to change) | **Date** |
| Invitation to Tender issue date | 17 May 2021 |
| Deadline for contractor clarification requests | 21 June 2021 |
| Invitation to Tender return date | 28 June 2021 |
| Supplier System Demonstrations (ensure availability) | 13 July 2021 |
| Contractor outcome notification by | w/c 19 July 2021 |
| Contract Commencement and Implementation Start | 9 August 2021 |
| Contract Start Date | 1 April 2022 |

* 1. Contract Terms & Conditions
     1. The draft contract the Authority proposes to use is available through the e-tendering portal, [www.eastmidstenders.org](http://www.eastmidstenders.org). By submitting a tender, Tenderers are agreeing to be bound by the terms of this invitation to tender and the contract without further negotiation or amendment.
     2. The successful Tenderer will be required to provide two signed copies of the contract following award.
     3. For contracts that require a seal, the process outlined in clause 1.5.2 will apply but the contractor will be required to print and sign **two** copies of the contract and return both documents to the Authority via post. Please do not date the contract.  One of the copies of the contract that has been signed by all relevant parties and dated by the Authority will then be returned to the Contractor by post.

1. Conditions of Tender
   1. General Requirements
      1. Tenders are invited for the supply of services in accordance with the detailed requirements set out in the Specification.
      2. Tenders must be submitted in accordance with the following instructions; any not complying in part or in whole may be rejected at the Authority's sole discretion.
   2. Preparation of Tender
      1. Tenderers are responsible for obtaining all information necessary for the preparation of their response. All costs, expenses, and liabilities incurred by the Tenderer in connection with the preparation and submission of the Tender, and attending any such presentations or interviews as required, shall be borne by the Tenderer.
      2. The Tenderer will be deemed for all purposes connected with the Tender and the contract to have carried out all researches, investigations and enquiries which can reasonably be carried out and to have satisfied itself as to the nature, extent, and character of the requirements of the Contract (in the context of and as it is described in the Specification), the extent of the materials and equipment which may be required and any other matter which may affect its Tender.
      3. Tenderers may request clarification on any of the points contained in the tender documents (including requests for clarification in relation to the contract terms and conditions). However Tenderers should note that contract terms are non-negotiable and by submitting a completed tender response to the Authority, they are accepting the Authority’s terms of contract. Any qualified tender responses could be deemed as non-compliant.
      4. Clarification requests MUST be submitted in writing through the e-tendering portal, [www.eastmidstenders.org](http://www.eastmidstenders.org), no later than **12:00pm on 21 June.** This will allow the Authority to prepare a response and to supply the information before the final date for receipt of tenders.
      5. Unless otherwise stipulated within the terms and conditions of the contract, Tenderers are responsible for the costs of preparing and submitting their tender response.
      6. Any background information included in relation to this tender is provided in good faith to assist Tenderers in submitting their tenders; no guarantee is given that it is exhaustive, or that any conclusion whatsoever may be drawn from it; and no warranty is made as to its accuracy.
      7. Information given in respect of historical spend is given as a guide; the Authority makes no warranty and accepts no liability as to the actual value or volume of orders to be placed with the Contractor.
      8. Responses to this Invitation to Tender, and any other associated communication must be submitted in English.
   3. Responses to Invitation to Tender
      1. The purpose of the response is to enable us to evaluate your understanding of our requirements, your proposed methods for meeting them and the suitability of your organisation to become a contractor to the Authority.
      2. Your response shall consist of the following:
         1. A completed Selection Questionnaire, available online on the East Midlands Tenders Procurement Portal.
         2. A written response to the Quality Assessment section, contained within the Form of Tender.
         3. A breakdown of costs in accordance with the Pricing Schedule
         4. The online signed (acknowledged) Collusive Tendering Certificate and Tender Declaration,
      3. Tenderers should complete the Form of Tenderas instructed and should not make any variation or alteration to the document supplied nor submit any supplementary documents, unless expressly invited or permitted. The Authority reserves the right not to consider any tender submissions received in any other format.
      4. Where signatures are required, these must be provided by an appropriately authorised individual as follows:
         1. Where the Tenderer is an individual, by that individual;
         2. Where the Tenderer is a partnership, by two duly authorised partners;
         3. Where the Tenderer is a limited company, by a director duly authorised for such purposes.
      5. Signatures may be requested electronically on the procurement portal or within the Form of Tender to be submitted. Where a handwritten signature is requested; a scanned signature or an electronic signature is acceptable. Please note; it is acceptable to submit a typed signature for the online Selection Questionnaire declaration.
      6. Tenderers shall satisfy themselves of the accuracy of all fees, rates, and prices quoted, since Tenderers will be required to hold these or withdraw their Tender in the event of errors being identified after the submission of Tenders.
      7. If a Tenderer fails to provide fully for the requirements of the Specification in the Tender they must either:
         1. Absorb the costs of meeting the full requirements of the specification within their tendered price; or
         2. Withdraw their bid.
      8. All tenders shall be valid and held open for acceptance by the Authority for a period of at least 90 days from the deadline for returns.
   4. Submission of Tenders
      1. All tenders and any associated documents must be submitted via the Authority’s e-tendering portal, located at [www.eastmidstenders.org](http://www.eastmidstenders.org).
      2. If you experience any problems accessing EastMidsTenders please contact the Helpdesk on Tel: 01670 597136 or Email: [procontractsuppliers@proactis.com](mailto:procontractsuppliers@proactis.com)
      3. Tenders must be submitted no later than the time and date shown on the front of this document. No tender will be considered which is late, for whatever reason.
      4. No alteration or amendment of returns will be accepted after the stated deadline, with the exception that the Authority may, at its sole discretion, permit a Tenderer to correct an error or omission that, in the Authority's considered opinion, is a genuine and obvious one.
      5. We do not open any tenders until after the stated deadline has expired, therefore there is neither penalty nor advantage for returning a tender early.
   5. Consideration of Tender
      1. The Authority reserves the right not to award the Contract.
      2. Any acceptance of a Tender by the Authority shall be in writing and shall be communicated to the Tenderer following a standstill period (beginning on the day following the date of the intention to award notification being sent to all Tenderers) of not less than 10 days.
      3. Upon acceptance the Contract shall thereby be constituted and become binding on both parties, notwithstanding which the Tenderer shall, upon request of the Authority, forthwith execute a formal contract in the form provided.
   6. Non-Consideration of Tender
      1. The Authority may, at its absolute discretion, refrain from considering any Tender where:
         1. It is not in accordance with the Form of Tender and/ or terms and conditions provided within the tender pack;
         2. The Tenderer makes or attempts to make any variation or alteration to the terms of the Form of Tender, the terms & conditions, or the Specification; except where a variation or alteration is expressly invited or permitted;
         3. Any part of the submission is incomplete, or the Tenderer does not provide all the information required by the Authority.
         4. The Tenderer submits supplementary documents; except where supplementary documents are expressly invited or permitted.
   7. Rejection of Tender
      1. The Authority may reject any tender in any of the following circumstances where the Tenderer:
         1. Fixes and adjusts prices shown in its Form of Tender by any agreement with any other person, or communicates to any person (other than the Officer mentioned in this tender) the amount or approximate amount of the prices (except where such disclosure is made in confidence in order to obtain quotations necessary for the preparation of the Tender or for the purposes of financing or insurance); or
         2. Enters into any agreement with any other person that such other person shall refrain from submitting a Tender or shall limit or restrict the prices to be shown by any other Tenderer in its Tender; or
         3. Offers or agrees to pay or does pay or give any sum of money, inducement or valuable consideration directly or indirectly to any person for doing or having or causing or having caused to be done in relation to any other Tenderer or any other person’s proposed Tender any act or omission; or
         4. In connection with the award of the Contract commits an offence under the Bribery Act 2010 or gives any fee or reward the receipt of which is an offence under Sub-Section (2) of Section 117 of the Local Government Act 1972;
         5. Has directly or indirectly canvassed any member or official of the Authority concerning the acceptance of any Tender or who has directly or indirectly obtained or attempted to obtain information from any such member or official concerning any other Tenderer or Tender submitted by any other Tenderer.
   8. Tenderer’s Warranties
      1. In submitting a Tender the Tenderer warrants and represents that:
         1. It has not carried out any of the acts or matters referred to in the clauses titled *Non-Consideration of Tender* or *Rejection of Tender*, and has complied in all respects with these Conditions of Tender;
         2. All information, representations and other matters of fact communicated (whether in writing or otherwise) to the Authority by the Tenderer or its employees in connection with or arising out of the Tender are true, complete and accurate in all respects;
         3. It has made its own investigations and research, and has satisfied itself in respect of all matters relating to the Tender, the Specification and the Terms & Conditions and that it has not submitted the Tender and will not have entered into the Contract in reliance upon any information, representations or assumptions (whether made orally, in writing or otherwise) which may have been made by the Authority;
         4. It has full power and Authority to enter into the Contract and will if requested produce evidence of such to the Authority;
         5. It is of sound financial standing and the Tenderer and its partners, officers, and employees are not aware of any circumstances (other than such circumstances as may be disclosed in the accounts or other financial statements of the Tenderer) which may adversely affect such financial standing in the future.
      2. The Authority requires the following minimum insurances; the winning Tenderer will be required to demonstrate that they hold the appropriate levels of indemnity before being awarded the contract:
         1. Employer's Liability: £5,000,000
         2. Public Liability: £5,000,000
         3. Professional Indemnity: £1,000,000

A separate Cyber Insurance policy to the value of £1,000,000 will be required in the following instances:

* Where existing policies (such as Public Liability and Professional Indemnity Insurance) exclude cover against Cyber-Risks. Any policies must extend cover to third party losses (losses suffered by the Authority) as well as first party losses (losses suffered by the successful tenderer).
* The contractor does not implement suitable cyber-security measures that meet the government’s cyber-essentials certification and/ or ISO 27001.
  1. Data Protection
     1. The bidder shall ensure that any information that is provided as part of the tender process is at all times compliant with their obligations under the Data Protection Act 2018 and General Data Protection Regulations ((EU) 2016/679).
     2. Any contract specific information in respect of data protection is set out in the Specification and Contract documents.  Bidders are expected to have read and fully understood the Council’s requirements and any data protection implications associated with them, including the bidder’s own obligations, liabilities and responsibilities under data protection legislation in the delivery of the tendered contract.
  2. Confidentiality
     1. The Invitation to Tender, Terms & conditions, Specification, and all other documents or information issued by the Authority in relation to the Tender shall be treated by the Tenderer as private and confidential for use only in connection with the Tender and any resulting contract, and shall not be disclosed in whole or in part to any third party without the prior written consent of the Authority.
     2. The documents which constitute the Contract and all copies thereof are and shall remain the property of the Authority (whether or not the Authority shall have charged a fee for the supply of such documents) and must not be copied or reproduced in whole or in part and must be returned to the Authority upon demand.
     3. All information provided by tenderers as part of their response will be treated as confidential during the procurement process. Requests for information received following the procurement process will be considered by the Authority on a case by case basis applying the principles of the Freedom of Information Act which permits certain information to be withheld, for example, where disclosure would be prejudicial to a party’s commercial interests, and in accordance with the Authority’s transparency obligations.
  3. Freedom of Information
     1. The Authority is subject to the requirements of the Freedom of Information Act 2000 (FoIA) and the Environmental Information Regulations 2004 (EIR); and may be obliged to disclose information (including information provided by Tenderers) in accordance with the requirements of this legislation.
     2. Tenderers shall state if any information supplied by them is confidential or commercially sensitive or should not be disclosed in response to a request for information under the Act, and should state why they consider the information to be confidential or commercially sensitive.
     3. The Authority shall be responsible for determining at its absolute discretion whether information held by it relating to the tender shall be disclosed in response to a request for information under FoIA or EIR.
     4. This will not guarantee that the information will not be disclosed, but will be examined in the list of the exemptions provided in the Act.
  4. Intellectual Property
     1. Unless otherwise specified or agreed, it is the intention of the Authority that all intellectual property rights in all works or supplies provided in relation to this tender which are written or produced on a bespoke or customised basis, including, without limitation, all future such rights when the said works are created, shall be owned by the Authority, and the contractor shall ensure that it executes all documents necessary to effect such ownership.
     2. Where the Tenderer provides existing intellectual property right protected material to the Authority in relation to this tender, it shall disclose this to Authority; warrants it has the right to do so; and shall fully indemnify and hold the Authority harmless against all loss or liability arising from any third party intellectual property rights claims arising both from such existing material and in relation to any such bespoke work.
     3. Except as provided above, both parties retain ownership of their pre-existing intellectual property rights protected material.
  5. Sub-contracting
     1. The Authority requires all Tenderers to identify whether (and which) sub-contracting or consortium arrangements apply in respect of this tender. In particular, Tenderers must specify the elements / share (if any) of the contract it intends to sub-contract, any proposed sub-contractors and precisely which entity they propose to be the service provider. This information shall be stated within the Selection Questionnaire.
  6. Consortium Bids
     1. Organisations which might not have the necessary capability or size to tender for the requirement individually are invited to form consortia with other organisations to be able to put in joint bids.
     2. Consortium bids are particularly encouraged from groups of small medium enterprises (SME’s) or voluntary sector organisations, to allow them to compete in markets where they would otherwise be under-represented.
     3. Consortia may take one of two forms, depending on the agreement between the constituent organisations:
        1. Where Tenderers are proposing to create a discrete corporate entity, they shall provide a separate attachment giving details of the entity itself, and the actual or proposed percentage shareholding of the constituent members within the consortium.
        2. If a consortium is not proposing to form a corporate entity, full details of the alternative arrangements proposed shall be provided in a separate attachment. This shall include the management structure, and the identity of the lead organisation responsible for submitting the application on behalf of the consortium.
     4. In either case, each constituent member of the consortium must complete a selection questionnaire with its own details to be submitted as part of a single composite response.
     5. The Authority recognises that arrangements in relation to consortia may (within limits) be subject to future change. Contractors should therefore respond in the light of the arrangements as currently envisaged. Contractors are reminded that any future proposed change in relation to a consortium must be notified to the Authority so that it can make a further assessment by applying the selection criteria to the new information provided.
     6. Where not already the case, the Authority reserves the right to require a successful consortium to form a single legal entity in accordance with regulation 19(6) of the Public Contracts Regulations 2015.
  7. TUPE (Transfer of Undertakings and Protection of Employment) Regulations
     1. The Council considers that it is unlikely that TUPE will apply.
     2. The Council has obtained information from the current Contractor that TUPE does not apply to the staff currently employed to undertake this provision, which is the subject of this Invitation to Tender.
     3. Tenderers are advised to seek independent professional advice and if, for any reason, Tenderers deem TUPE to apply all costs submitted must include TUPE cost implications.
  8. Words and Expressions
     1. Words defined in the Terms & Conditions shall have the same meaning in the Invitation to Tender, Form of Tender, Conditions of Tender, and the Specification.

1. Tender Evaluation
   1. Checking and Evaluation of Tenders
      1. An initial examination will be made to establish the completeness of submitted tenders. The Authority reserves the right to disqualify any tender submission which is incomplete or has not been submitted in accordance with the Form of Tender provided within the tender pack.
      2. Responses to the supplier information questions will be checked for compliance, and further clarification sought for any outstanding queries. Tenderers not meeting the basic minimum standard required after clarification may be excluded from further consideration at the Authority's discretion.
      3. The Authority will evaluate the submissions to establish which it considers to be the most economically advantageous tender in accordance with the following award criteria in descending order of importance:
         1. Quality 70%

Business Requirements 45%

Technical Requirements 25%

* + - 1. Price 30 %
  1. Selection Questionnaire (SQ)
     1. Tenderers are required to complete the standard selection questionnaire (SQ) as part of their tender response. These questions can be found in the format of an online form on the East Midlands Tenders Procurement portal. They cover your organisation's basic details and some questions will be used to assess your organisation's suitability to become a supplier to the Authority.
     2. The Public Contracts Regulations 2015 introduced a number of amended selection criteria. It is intended that all authorities use this questionnaire, this is designed to help suppliers as it will be consistent across the public sector. Further information and guidance about the SQ can be found on the www.gov.uk website.
     3. The SQ is a self-declaration, made by you (the potential supplier), that you do not meet any of the grounds for exclusion. If there are grounds for exclusion, there is an opportunity to explain the background and any measures you have taken to rectify the situation (we call this self-cleaning).
     4. A completed declaration of Part 1 and Part 2 provides a formal statement that the organisation making the declaration has not breached any of the exclusions grounds. The declaration is part of the online SQ whereby a typed signature is acceptable.
     5. Consequently we require all the organisations that you will rely on to meet the selection criteria to provide a completed Part 1 and Part 2. For example these could be parent companies, affiliates, associates, or essential sub-contractors, if they are relied upon to meet the selection criteria.
     6. This means that where you are joining in a group of organisations, including joint ventures and partnerships, each organisation in that group must complete one of these self-declarations. Sub-contractors that you rely on to meet the selection criteria must also complete a self-declaration (although sub-contractors that are not relied upon do not need to complete the self-declaration). Where your proposal includes the use of sub-contractors, question 1.2 requests that you complete and submit the sub-contractor table which can be downloaded from the online form on the East Midlands Tenders website. You should answer questions in Part 3 on behalf of all organisations involved.
     7. The table below details what questions will be assessed as pass / fail and which are for information only.

|  |  |  |
| --- | --- | --- |
| **Section** | **Section title** | **Requirements** |
| **Part 1: Potential Supplier Information** | | |
| Section 1.1 | Potential supplier information | For information |
| Section 1.2 | Bidding model | For information |
| Section 1.3 | Contact details and declaration | For information |
| **Part 2: Exclusion Grounds** | | |
| Section 2.1 | Grounds for mandatory exclusion | Pass / Fail |
| Section 3.1 | Grounds for discretionary exclusion | Pass / Fail |
| **Part 3: Selection Questions** | | |
| Section 4 | Economic and Financial Standing | Pass / Fail |
| Section 5 | Wider group / Consortia details | Pass / Fail |
| Section 6 | Technical and Professional Ability | Pass / Fail |
| Section 7 | Modern Slavery Act 2015 | Pass / Fail |
| **Section 8** | **Additional Questions** |  |
| Section 8.1 | Data Protection | Pass / Fail |
| Section 8.2 | Insurance | Pass / Fail |
| Section 8.3 | Holds ISO 27001 or equivalent | Pass / Fail |
| Section 8.4 | Meets WCAG 2.1AA | Pass / Fail |

* + 1. The questionnaire is presented as Yes or No responses; however should you feel that there are any that do not apply, please leave the 'Yes' or 'No' tick-boxes blank or state 'N/A' in the answer / supporting information box, and if necessary provide a brief explanation of why you feel the question is not applicable.
    2. The questionnaire is not scored and forms no part of the evaluation other than to gauge an organisation's basic suitability. Any organisation failing to satisfy the Authority of their suitability to undertake the contract will be removed from consideration. Some elements (such as potential conflicts of interest) may require you to provide additional information, and the Authority reserves the right to seek further clarification where appropriate.
    3. If any part of this assessment raises any queries / concerns, further information will be sought from your organisation. This information may take a number of different forms. If the tenderer can satisfy the Authority that it is viable and financially stable despite the assessment raising queries / concerns, they may be allowed to continue in the tender process.
    4. Additional guidance can be accessed when completing the SQ online by clicking the ‘Show more Information’ button in the top right hand corner of the screen.
    5. **Please do not provide any supporting information at this time unless specifically requested**; relevant details will be sought from the leading Tenderer(s) and checked for suitability prior to contract award.
    6. **Section 4 - Economic and Financial Standing:** As part of section four of the selection questionnaire evaluation process, the Authority will check your organisation’s financial stability. An important part of the financial vetting process is to establish that the tenderer is viable and financially stable. Where appropriate the Authority uses an external credit agency to verify your organisation’s financial stability. When an external credit agency is not appropriate (i.e. organisations which are not limited companies, or when the credit agency does not recommend a sufficient contract limit, or provide confirmation of financial stability), the Authority will undertake a financial assessment of your organisation. This assessment involves reviewing a set of independently certified / audited financial accounts of your organisation, considering your organisation’s level of reported turnover in relation to the contract value, a liquidity test and a general review of the statements. This information may requested at Supplier Questionnaire stage.
    7. **Section 6 – Technical & Professional Ability:** Please provide details of up to three contracts that your organisation has already delivered, from either the public or private sector that are **relevant** to our requirements. Contracts for supplies or services should have been performed within the past three years. If you are unable to provide at least one relevant example, please provide an explanation for this in question 6.3.
    8. **Section 7 - Modern Slavery:** As part of section seven of the selection questionnaire evaluation process, **the tenderer warrants that it has thoroughly investigated its labour practices, and those of its direct suppliers, to ensure there is no slavery or forced labour used anywhere in the organisation or by any of the direct suppliers to the organisation. The tenderer must put in place all necessary processes, procedures, investigation and compliance systems to ensure that this situation will continue to be the case at all times from and after the fate of the contract.**
    9. **Section 8 – Data Protection:** This contract contains a high element of data processing. As a result, tenderers must provide additional details of the technical facilities and measures (including systems and processes) that are in place, or will be in place by contract award to ensure compliance with the General Data Protection Regulation and to ensure the protection of the rights of data subjects. Your response should include, but not be limited to facilities and measures:
       1. To ensure ongoing confidentiality, integrity, availability and resilience of processing systems and services;
       2. To comply with the rights of data subjects in respect of receiving privacy information, and access, rectification, deletion and portability of personal data;
       3. To ensure that any consent based processing meets standards of active, informed consent, and that such consents are recorded and auditable;
       4. To ensure legal  safeguards are in place to legitimise transfers of personal data outside the EU (if such transfers will take place);
       5. To maintain records of personal data processing activities; and
       6. To regularly test, assess and evaluate the effectiveness of the above measures.
    10. In addition, the tenderer must confirm if their organisation has been subject to any action from the ICO within the last 12 months, received any complaints from data subjects in respect of the treatment of their personal data in the last 12 months, and confirm if a Data Protection Officer has been appointed.
    11. **Section 8 – Real Living Wage:** Details of the Real Living Wage are available at <https://www.livingwage.org.uk/>. This information will be used for monitoring purposes only in relation to the City Council’s objectives of promoting staff development and welfare and payment of the Real living wage. The ‘real Living Wage’ is an hourly rate of pay set independently by the Living Wage Foundation, which may be paid voluntarily by employers. It is at a higher level than the government’s ‘national living wage’, which is the statutory minimum wage payable to all workers in the United Kingdom. The real Living Wage is calculated with the aim of ensuring all employees earn a wage that meets the costs of living, not just the government minimum. (Note this question is for information only and will not be considered as part of the selection process)
  1. Quality Assessment
     1. Tenderers are invited to submit a response to each of the questions included within the Quality Assessment Questions section in the Form of Tender provided within the tender pack.
     2. The quality assessment will take place in stages as described below.
     3. The Authority will assess Tenderers’ responses to each question against the criteria set out in the Quality Assessment Scoring Table below, and will award points up to the maximum shown against each heading:

|  |  |  |  |
| --- | --- | --- | --- |
| **Business Requirements** | | | |
| **Question Set** | **Description** | **Weight 45%** | **Maximum Points** |
| 1 | General Requirements |  | 55 |
| 2 | Housing Repairs Solution | 285 |
| 3 | Document Management | 55 |
| 4 | Geographical Information System GIS | 35 |
| 5 | Mobile Working | 85 |
| 6 | Asset Management | 40 |
| 7 | Materials Management | 75 |
| 8 | Reporting Requirement | 175 |
| 9 | Customer Portal | 60 |
| 10 | Built in API’s and Integrations | 280 |
| 11 | Data Protection, Retention and Security | 100 |
| 12 | Product Support and Change Management | 75 |
| 13 | Training and Help Screens | 25 |
|  |  | **45%** | 1345 |
| **Business Technical Requirements and Implementation** | | | |
| **Question Set** | **Description** | **Weight 25%** | **Maximum Points** |
| 14 | General |  | 65 |
| 15 | Hosting Environment | 105 |
| 16 | Software Licensing | 60 |
| 17 | User Access Controls | 60 |
| 18 | Audit Control | 50 |
| 19 | System Configuration | 50 |
| 20 | IT Testing | 45 |
| 21 | User Group Activities | 15 |
| 22 | Continuous Improvement | 15 |
| 23 | Delivery, Installation, Commissioning | 25 |
| 24 | Management Requirements | 95 |
| 25 | Maintenance and Support Requirements | 25 |
| 26 | Service Level Agreements | 25 |
| 27 | Data Migration and Management of Legacy Data | 20 |
|  |  | **25%** | 655 |
|  | **Total maximum points** | **70%** | **2000** |

* + 1. Stage 1 - an initial evaluation of all of the questions within the following Question Sets will be undertaken:

General

Housing Repairs Solution

Document Management

GIS

Mobile Working

Asset Information

Customer Portal

API’S and Integration

  Business Technical Reporting

          Hosting – Must all be fully hosted

* + 1. Any provider who fails to achieve a rating of satisfactory (i.e. a minimum unweighted score of 3 or above) in any one of the questions within those question sets will not move onto the full evaluation.
    2. At any stage - bidders responding ‘yes’ to a yes/no question will receive maximum weighted points for that question. Bidders responding ‘no’ to a yes/no question will receive a score of ‘0’ but this does not automatically be classed as a fail.
    3. Stage 2 – A full evaluation of the remaining bids will take place (each question will be assigned a score according to the following criteria. Failure to achieve a rating of satisfactory (i.e. a minimum unweighted score of 3 or above) in any one or more categories may result in the bid being disqualified at the Authority’s discretion:

|  |  |
| --- | --- |
| **Assessment Criteria** | **Score** |
| **Unacceptable:** either no answer is provided, or the answer fails to demonstrate that any of the key requirements in the area being measured will be delivered. | 0 |
| **Poor:** fails to demonstrate how the basic requirements in the area being measured will be addressed, giving rise to serious concerns that acceptable outcomes would be not delivered against the specification. | 1 |
| **Weak:** barely demonstrates how the basic requirements in the area being measured will be addressed, giving rise to concerns whether acceptable outcomes would be delivered against the specification. | 2 |
| **Satisfactory:** demonstrates how the basic requirements in the area being measured will be addressed so as to deliver acceptable outcomes against the specification. | 3 |
| **Good:** demonstrates how most of the requirements in the area being measured will be addressed so as to deliver good outcomes against the specification. | 4 |
| **Excellent:** demonstrates clearly how all of the requirements in the area being measured will be fully addressed so as to deliver excellent outcomes against the specification. | 5 |

* + 1. Each individual question within each question set has an importance weighting allocated to it. Unweighted scores will be multiplied by the importance weighting. The individual weighted question scores for each question set will be added together to achieve (up to) the maximum points available. Maximum points will be worth 70%. See Question Sets spreadsheet for further information.
    2. Stage 3 – Following quality evaluation the Council will invite the top three ranked bidders to attend a demonstration
    3. The demonstration should sufficiently demonstrate the quality of the product offered by your organisation.
    4. The purpose of this stage would be to explore the validity of the evaluation carried out for the invitation to tender, but also to confirm your organisations understanding of the tender proposals, and where appropriate to probe issues in greater depth. No new criteria or weightings will be introduced. Moreover, no separate marks are ‘reserved’ for award at this stage. Instead, the evaluation panel will use the meeting as a basis to:
       1. Meet key members of the team assigned to deliver the services (if successful)
       2. Verify the scores tenderers were awarded in response to the tender and,
       3. Moderate the scores for quality assessment questions (if written responses differ from the information evidence during the validation meeting). This means that scores could be increased or decreased, depending upon the content of each tenderers response.
  1. **Price Evaluation**
     1. The bidder is required to complete and submit the Pricing Schedule as part of their tender submission***.***
     2. All responses must be submitted using current prices and rates which will fixed for the duration of the contract.
     3. The lowest priced proposal will receive the maximum score available for pricing. All other proposals will be awarded a score in accordance with the following formula: score = (lowest bid received / bid price) x available score.
     4. Abnormally low or high bids may distort evaluation of tenders, and where the Authority considers a bid to fall into one of these categories the Tenderer will be required to explain the price or costs proposed in their bid in accordance with the guidelines laid out in regulation 69 of the Public Contracts Regulations 2015.
     5. Where a discrepancy exists between the sum of individual prices and the total proposed, Tenderers will be invited to either:
        1. Amend their prices, where this is in the favour of the Authority; or
        2. Withdraw their bid
  2. Clarification of Tender Responses
     1. Where it is considered by the evaluation team that the information or documentation submitted is or appears to be incomplete or erroneous, or where specific documents are missing, the Authority may request the Tenderer(s) concerned to submit, supplement, clarify, or complete the relevant information or documentation within an appropriate time limit.
     2. Wherever possible, any clarifications required relating to the response will be dealt with in writing via the portal. Please ensure someone from your organisation is able to answer any communication sent to you via the Procurement Portal.
     3. It may be considered that written clarification is not sufficient in some instances; the Authority thus reserves the right to invite Tenderers to attend a clarification interview in person.
  3. Calculating the total score
     1. The total weighted quality score and the pricing score will be added together to arrive at the overall score for the bid.
     2. Any award made to any organisation will be based on an accepted bid from the organisation submitting the highest overall scoring compliant bid which has satisfied the Authority's criteria in regard to the selection questions.
  4. Final Qualification Check
     1. Prior to being awarded a contract, if not already supplied or requested at the Supplier Questionnaire stage, the leading Tenderer will be asked to provide documentary evidence to substantiate their responses to the supplier information questions. At the very least, we will ensure that Tenderers meet the minimum standards established in respect of:
        1. Financial stability;
        2. Insurance policies & indemnity limits;

The Authority will also request evidence of any other element(s) covered by the selection questionnaire where this is deemed material to the subject matter of the contract. Should the leading Tenderer be unable to satisfy the Authority's requirements in this respect, their bid will be dismissed and the second placed Tenderer asked to provide their supporting evidence, continuing until the highest placed Tenderer able to satisfy the criteria will be awarded the contract.

1. **Specification** 
   1. **Background and Current Environment**
      1. Bassetlaw District Council took over the running of its housing stock in 2019 and has since been investing in its ability to be customer facing authority with information applications being reviewed and either upgraded or replaced to offer external and internal customers enhanced online capabilities.
      2. The Authority is currently using Total Repairs as the Job Management Application and this has been in use since 2003. The Application is for use in Housing Repairs to manage the ‘any responsive’ repairs for customers of Bassetlaw District Council housing stock.
      3. The Applications were hosted by Meritec until March 2021 and have now been brought back into the Council to manage whilst we go through this transition period of finding a new hosting provider and new system.
      4. The Application holds details of all the properties within Bassetlaw District Council and the information behind the property (asset) e.g. number of bedrooms, heating type. This information is updated manually and against the assets we can hold information relating to it e.g. key services dates, type of boiler.
      5. Against the property we have a nightly interface to Northgate Housing using a flat file process which updates the property with names, contact details and information on the tenant which is relevant to the staff to be able to complete a repair and keeping staff safe. The feed provides information if the property has been sold and updates the property in Total Repairs to make sure no further jobs can be raised.
      6. There is a document library where we can upload documents against a property or a job, these could be photos on the work completed on a job or any work required or against the property we can scan certificates against the asset.
      7. We have developed the application to include seamless integration to Keyfax which is a repairs graphical diagnostic solution where the person who is creating the job, talks to the customer and clicks on pictures of the item which is not working and allows further drill down to correctly diagnose the issue. The information collected creates the description of the repair and also the details of requirements needed for the operative to have the relevant equipment on the van to repair. The schedule of rates attached to the diagnostic items has the materials required and prices for the items attached to the job, which is relevant once a job has been completed to work out how much each job has had spent on it, and over a period of time what items are commonly used and how much it costs the organisation.
      8. We are using Advanced DRS (dynamic resource scheduling) into and out of repairs to create an appointment for the customer. Once an appointment has been created, details are sent to DRS and an automated text, if a mobile number is available, is sent to the customer advising of the time/date of the appointment. If there are any unforeseen circumstances that the appointment cannot be kept, the planner in Repairs can alter the appointment and reschedule, this sends an updated text to the customer. The operative finishes the repair, the information from DRS is integrated back to Total Repairs to update the job to ‘complete’.
      9. The mobile solution in place is Total Mobile, this allows the operative to be paperless and receive all jobs for responsive and emergency repairs on a tablet device. We choose to use tablets rather than a phone due to the information displayed is easier to read and update. The mobile solution has the ability to receive the job, create more work items on the job and complete with information for the back office. Within each job the operative has all the information on the tenant, contact details, property, integration to Keystone asset database and history of any previous jobs using SSRS reporting and integrated. There is a knowledge library on how to deal with items and any updates and documentation can be updated within the back office. Operatives can order supplies against a job if they don’t hold them on the van, the order is generated and sent to the internal stores if the item is in stock, this will then be ‘picked’ from stores and the value of items reduced for the operative to collect. If any items are not in our internal stores the operatives can request an order from the suppliers, and go and collect the items and finish the job. The mobile solution has the capabilities to create responsive forms for the operatives to fill in on their device for example a health check on their van before driving, inspection work, this information is held on a SQL database and can be integrated using Crystal and SSRS reporting.
      10. We have an internal stores and mobile stores, which we hold stock items to use on jobs. The stores have all the items bar-coded, when an item is ‘picked’ the mobile device reduce the stock in the main stores, when a specific level is reached for each item it is automatically put on a re-order status for the order for the supplier to be generated.
      11. Creditor’s module allows us to raise orders for stock items, we email the order to the supplier, once the item has been received, we receipt and process the order. Invoices are paid in our corporate finance system and all information to pay are sent through a flat file integration to a specific specification and uploaded to our corporate finance application.
      12. We have reporting capabilities within Total Repairs with standard reports in built, any adhoc reports which we need are developed using SQL reporting or Crystal reporting which the users have access to and can run as required. Total Alerts is another reporting service which we can schedule reports to create files and email specific officers on specific variances or information they need to be alerted to.
      13. We integrate flat files to Northgate Housing, DRS, Advanced Finance and ESB ‘My Account’
      14. We have 30 back office users and 40 mobile operatives.
   2. **Project Objectives** 
      1. The main objectives for the tender are to:
         * Replace existing applications
         * Reduce applications to provide a seamless and integrated solution
         * Use of latest Cloud Technology for the hosting of the solution
         * Easily adaptable for future Housing requirements
   3. **Functional Requirements**
      1. Detailed below are the requirements of the system with the priority of the functionality to the Council detailed using MoSCoW prioritisation as follows: M=Must-haves, S=Should-haves, C=Could-haves and W=Won’t-haves.
      2. General Requirements

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|  | **Requirement** | **Priority** |
|  | **Product Designed for the purpose:** The system must be designed for the purpose with the minimum of bespoke work necessary to enable it to function effectively. | M |
|  | **User Interface**  The system should have - an intuitive and simple user-friendly interface. - a similar 'feel' throughout the system including any 'add ons' online forms etc. - Capacity for multiple active windows that allows users to update more than one record at a time without having to close down windows. | M |
|  | **Alerts / error messages:**  The system should create.  - Warnings before exiting records/system without saving data.  - Warnings on deletions.  - Clear pop up error messages if a process fails.  - Automatic alert if duplicate records exist. | M |
|  | **Mandatory Fields:**  The system should clearly flag empty mandatory fields. Two levels of mandatory fields should be available:  - Mandatory fields that are essential for the system to operate (non-configurable).  - Client defined mandatory fields, set by system administration to ensure key data is not missed.  - All non-text fields should be capable of being made mandatory.  - A hierarchy of control should be available (e.g. always mandatory, mandatory on first response, mandatory on closure). | M |
|  | **Historic records management and change history:**  The system must manage changes in ownership/significant linked entities in relation to jobs/properties/entities across all modules including the ability to:  - Create a clear timeline in relation to a property, business, order or any other entity.  - Show a clear snapshot of that entity's involvement in different jobs/properties at any given date or range of dates. | M |
|  | **Flexible Codes/Client Defined Codes/Client Defined Windows:**  The solution must have the ability to set up addition codes within a module and other cross-module codes to record data specific to a job/property/team. | M |
|  | **Time recording:**  The system must have the ability to log comprehensive time accounting throughout all elements of the system including individual actions. | M |
|  | **Customisable Home Screen:**  Ability for officers to easily see open/scheduled/history jobs on the home screen for quick access  Ability to customise for each officer to pick what they wish to see  Recently accessed records visible on or from home screen | S |
|  | **Visibility of areas user doesn’t have access to:**  All functions and options should be able to be displayed to all users or hidden from view by client administrators, access to execute/run these functions should be controlled by assignment to the relevant security group. i.e. option for functions to be greyed-out and not hidden. | M |
|  | **Undo:**  The solution should have the ability to allow the user to undo recently made changes in case of error. | C |
|  | **Branding:** Branded in line with Bassetlaw District Council corporate images and colour scheme. | M |
|  | **System Code Lists:**  All codes to have associated descriptions  All codes should have the ability to be archived  There should be no limit to generic codes | M |
|  | **Data Validation:**  Syntax and language functions:  The system should have a UK English spell check and grammar check function throughout the system where 'free text' is used. | S |

* + 1. Housing Repairs Solution Requirements

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|  | **Requirement** | **Priority** |
|  | **Job Management:**   * Work and Job Planning * Urgent, responsive and planned repairs * Full audit trail of jobs, detailing timestamp of any changes, status changes, appointment details * Ability to prioritise work * Module which enables users to visibly see all the details of a job from creation to completion * Ability to have multiple Contracts * Job Costing by priority, property, area, materials and operative * Invoicing * Sub-contractor management * Material ordering | M |
|  | **Repairs Diagnostic Solution:**   * Optimise service delivery through better advisor performance * Accurately and rapidly diagnoses resident repair requirements * Increases the first call resolution rate and reduces call duration * Superior functionality, intuitive, flexible, easily customisable * Ensures repairs can be fixed correctly first time, increasing resident satisfaction * Identify repair type, priority, contract and trade required. * Internal use by Housing repairs when reporting a Job * Externally in an on-line portal where customers can diagnose their repairs. * Tenant self-service repairs from any smart device * Simple and easy to use for customers to diagnose their own repairs * Ready-made call flow process to guide tenants and staff * Is internal in the application or an extra solution that can seamlessly integrate | M |
|  | **Sub-contractors Portal:**   * Can facilitate Multiple Contractors * On-line portal for contractors to receive work. * Contractors can allocate, receive, and complete work * Proof of attendance, pictures and signatures of work available on-line * Can be used on any smart device * Ability to upload pictures, notes, certificates against work | M |
|  | **Dynamic Resource Scheduling:**  Scheduling tool for the creation of an appointment for jobs.   * Internal appointment scheduling – facility * External customer scheduling - provide the facility for customers to report a repair in an on-line portal and create an appointment to suit the needs of the customers with the availability of the service * Automated planning – defined rules to identify workers with the right skills, equipment and geography and availability for each job * Automatically allocates in operatives diary   Appointment SMS text service at multiple points:   * + Job raised   + 24 Hours before   + Operative on route   Dashboard:   * Dashboard to detail real time management – device tracking, progress of work * Facility for planner can move and edit work as required * Proactive in advising best timeslots for appointment bookings, and facility to identify emergency works as a priority * Allows the amendment to respond to unexpected work items   Configuration:   * Allow skills configuration of operatives to ensure first time fix, new starters, newly qualified and when mentoring apprentices to determine enough resources for completion of workloads * User configuration to align with business requirements, rather than rigid system with no flexibility. | M |

* + 1. Document Management Requirements

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|  | **Requirement** | **Priority** |
|  | **Document Management Solution (DMS):**  The solution must be capable of retaining attachments (documents, emails inc attachments, images, scans, video etc.) linked to a property / asset / jobs for example; Job notepad; photo images (PNG, TIFF, Standard, JPEG); Word Documents; PDF); detailed visit and job note pad, assets and certificates. This must be via either an inbuilt Document Management System or a fully functionally integrated third party product. - All documents to have standard and alterable retention policies based on the type of record. - Ability to search through files in the DMS for specific words (such as, the Find function in Microsoft / PDF) - Ability to manage file sizes of up to 1gb | M |
|  | **Easy Uploading of Associated Files:**  An ability to easily upload attachments; photos, documents and any type/format of electronic file. | M |
|  | **Drag and Drop Document Management:** Drag and Drop functionality for attaching any files to a ‘Job’ ‘Asset’ ‘Property’ | C |

* + 1. Geographical Information System (GIS) Requirements

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|  | **Requirement** | **Priority** |
|  | **Basic Mapping Functionality and Integration:**  The solution must be able to either:  1) provide a fully functioning embedded mapping module / solution that has ability to:  - Consume base mapping and other layers from the corporate GIS via either:  i. ESRI ArcGIS map service,  ii. OGC Web Map Service (WMS) or Web Feature Service (WFS)  iii. ArcSDE (v10.5.1 as of Feb 2021 and subsequent versions)  or  2) provide a seamless supported link to the corporate GIS solution NOMAD (ESRI products) | M |
|  | **Functionality:**  The GIS system must have the ability to:  - Drill down to records/history from a GIS view.  - Report on all areas of the system based on location (point, line, area) and distant to that feature (buffer) which users are to be able to set up easily without support or programming e.g. all jobs in last 3 years in this polygon.  - Export selected data to excel.  - Output views to PDF.  - Print views.  - Search a range of addresses (textual or geographical)  - Generate bulk communications / contacts from a spatial feature reports | C |

* + 1. Mobile Working Requirements

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|  | **Requirement** | **Priority** |
|  | **Devices:**   * There are a wide range of mobile devices used by the client and partners * The solution must support and integrate with all available common standard mobile devices (Android, Apple and Windows), any known issues and unsupported devices must be detailed. * Secure login facility to device. * Audit trail of users activity on a device * The system should be able to effectively process hand written input as well as keyboard input at end point devices. * Should be able to effectively process voice input as well as keyboard input * Offline Working -The mobile system must have the ability to function effectively and seamlessly offline in areas where there is no/poor connectivity with no loss of data. | M |
|  | **Areas of the system covered by mobile working functionality:**   * Integration to Repairs solution for the job/work information to be sent to a secure solution on the device * Notes – Facility to be able voice or written notes to a * Materials used – these can be updated/added to a job * Upload documents to a job – e.g. photos, notes, .pdfs * Operative can complete the work on the device in real-time or off-line, the information is then stored and accessed by the back office team and the customer on the customer portal. * Purchase goods against a job direct to a supplier, internal warehouse * Book materials out from van stock to a job * Information against the Job to display further customer data, history of previous property work, display previous documentation against property | M |
|  | **Functionality of the Mobile Solution:**  The system should have the ability to:   * Be adept enough to be practically used by operatives on district e.g. typing in report, uploading pictures, filling in inspection forms on site etc. * Link photos to a box/deficiency/point on an inspection form/Job. * Auto generate reports in the mobile solution with photos, signatures and other relevant items imported in. * Automatically file images / documents created on the mobile platform to core system records; and allow completion of registration on site using digital signature or other formal approval. * Ability to print forms from a mobile device. | M |
|  | **Forms:**   * Mobile form creation for users to create forms on the device for operatives to fill in. e.g vehicle health check. * Form data to be visible to interrogate in a reporting Database * Form Data to allow documents to be attached, signatures to be obtained, and location details specific to each forms | M |
|  | **Document folder:**   * Mobile solution to upload documents for Operative to view when out on site | M |
|  | **Communications:**  The system should be able to use the mobile device to generate phone calls from phone numbers on the system and emails from email addresses on the system. | C |
|  | **Screen sharing functionality:**  Support a 'view as' function; so support staff / IT staff are able to see same view presented in the same format as the user to assist users with queries. | S |

* + 1. **Asset Information**

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|  | **Requirement** | **Priority** |
|  | **Core Asset information functions:**   * Property information – store addresses using NLPG UPRN, eastings and northings * Able to create new addresses/estates/buildings within the application * Customer information – e.g. ability to store name, contact details, relevant alert information. * Integration for key customer information, currently Northgate for latest tenancy information * Asset Information – create and manage property assets, including relevant details against assets, e.g. heating details, inspection dates, key supplier of assets details * Compliancy Data - Gas, electric, water, asbestos, fire and lifts * Be Mable to audit assets and find out where they are located * Two way Integration to Northgate Housing for asset data updates * Two way integration to Keystone Asset Management application for the updates of asset | M |
|  | Asset management module or application to include creation, maintenance of assets, forecast for planned work and calculate projected costs. | C |
|  | Ability to upload ad-hoc data from external suppliers against our assets. We have an external supplier for gas servicing and they send data over which at the moment is manually entered. Under the new contract, we want an upload facility to facilitate ad-hoc data. | M |
|  | **Asset Inspections:**  To be able to carry out inspections on assets, capturing reports, photos | C |
|  | **Compliancy Data:**  Information needs to be kept on the compliancy data against an asset, e.g Gas, electric, water, asbestos, fire and lifts   * Automatic changes in legislative and statutory duties. * Upload of data for valid certifications, certificates. E.g pdfs, jpg, .docs * Facility for validating certifications, if further works required this will automatically create a job for the operatives | S |

* + 1. **Materials Management**

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|  | **Requirement** | **Priority** |
|  | For each Job an element of material is used against the job.  The solution must be able to provide an integration solution into our corporate e-procurement application that will either;   * Allow the creation of a requisition/purchase order to purchase goods against a job either from the mobile device or the application and seamlessly integrate all the relevant details and keep these up-to-date in real-time   Or   * Have a solution within the application that will allow the requisition/purchase order to be raised, management of the ordering process and integrate this information to our corporate management system for the payment management and payment of the goods. All control totals will need to be integrated and analysis of goods. | M |
|  | **Creditors:**  Depending on the solution will depend on how the suppliers will be maintained.  If the option is the ordering is within the application;   * Ability to create and maintain suppliers * Integration of the suppliers to the corporate e-procurement * Suppliers have a catalogue of goods that can be ordered | M |
|  | **Purchasing:**  Depending on the solution will depend on how the Purchasing of goods will be handled.   * Staff can raise requisitions for materials direct from the supplier, these will be sent through to a manager to authorise and create the Purchase Order * Purchase orders will be linked to a job, internal warehouse, van warehouse * Requisitions/purchase orders can be raised through the mobile solution * Purchasing of stock items linked to a job, either internal or through a mobile device. * Purchase orders need to be emailed to the supplier * Purchase orders have the ability to attach receipts. * Invoices to be registered and integrated to e-procurement for payment of goods * Amendment of requisitions, purchase ordering, deliveries, invoices and payment * Full details on the requisition - department, date entered, date required, originator, authoriser, name of who’s requested the materials, job number, Job address, description of materials, quantity, charge, line amount, vat and account code either general ledger/costing ledger * Documents can be attached to requisition, purchase orders | M |
|  | **Stores:**   * Internal Stores * Van Stores * All goods in stores will be registered through bar-codes to increase/decrease stock * Operatives can order goods from internal/van stores and this reduces the stock. * Auto reordering of stock when levels are set to a certain amount. Orders are sent via email * Scanning of delivery notes, auto attach to the Purchase Order * When booking items out of stores, it is used by bar-codes which reduces stock * Stock-take facility to reconcile all goods in stock | M |
|  | **System Code Lists:**   * All codes to have associated descriptions * All codes should have the ability to be archived * There should be no limit to generic codes | M |

* + 1. **Reporting**

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|  | **Requirement** | **Priority** |
|  | **Operational Reporting:**  The new solution must provide the ability to create both statistical and listing reports and to store standard formats for re-use. This must be an in-built capability (or a suitably linked and fully supported, by the core product supplier, third party product), directly from the core live data. It must be fully flexible to support users to run inter-relational queries across all data and all formats of data on the system.  This must include the ability to   * Select particular time period and filter based on area of concern (e.g. contractor, job, disrepair, compliance visit etc.). * Ability to pre-set/automate reports allowing user to select report parameters then save with the option to run automatically at certain date/time, save and notify the requestor. * Reports must be able to be exported to excel, word and pdf. * Managerial auditing of Officers/Teams performance compared with targets and workflow milestones. * Personal Performance monitoring. * Track and report on workflow of active and closed jobs.   EXAMPLE   * Number of received/completed repairs specific date, operative and priority parameters * Average number of days to complete a repair * Number of Jobs per property within date ranges * Average cost of Jobs for contracts * Property details with Asset details and asset dates * All Purchase orders and totals against suppliers * Number of items in Stores * Outstanding Purchase Order | M |
|  | **Dashboard Functionality:**  The system should have a set of dashboards which should   * Be built in to the system and visible from the home screen. * Be selectable by user from a library. * Have different graphical and pictorial formats available. * Be Configurable by users or client side system administrator. * The solution should allow access to different dashboards based on hierarchy e.g. a manager can see their staff, an Ops manager can see the managers beneath them etc. * Have drill down functionality into (as appropriate). * Individual records with edit options and click through to next record in list. * Sub categories of data (e.g. from a team down into an individual officer's performance).   and should be capable of clearly showing:   * Performance indicators for service areas. * Performance indicators for manager’s teams. * Performance Indicators for individual officers. * Trigger events (e.g. unassigned complaints, targets missed). * Warnings (e.g. targets coming up in x days/hours). | M |
|  | **Financial Reporting:**  The system must be able to enable Financial Reporting relating to costing in particular and should be able to allow users to simply carry out   * An audit of all costs associated to a property. * Supplier costs, detailing individual items consumed and charged | M |
|  | **Automated reports:**  The system must be able to   * Generate automatic reports according to defined triggers / rules e.g. weekly or monthly by a defined function / module or user group and deliver these to users or other systems. * Export data / reports / analysis generated by the solution to a common file formats for use internally and externally. For read-only review (PDF), presentations (images) or further analysis (CSV / Excel). * Describe what standard system reports are available, for management information, system control and transactional process monitoring. | M |
|  | **GDPR/DPA:**  The solution must have the ability to search/report in one go for all personal information held about an individual throughout the system. | M |
|  | **Report Security:**  The system must be able to   * + Place controls on requesting reports e.g. authorised users only, scheduling reports.   + Restrict information available in a report and ability to amend reports based on the user's security settings. | M |
|  | **Third party reporting tools:**  The system should have the ability to expose data for analysis by other reporting tools other than those proposed/built-in to your solution e.g. Microsoft BI. | M |
|  | **Customer Feedback:**  The system should be able to facilitate and undertake Customer feedback questionnaires and be able to :   * Capture and store feedback / survey information. * report on operational and feedback data (Combination of Qualitative and Quantitate Data)   Or   * Integrate with our corporate survey solution: Volantas | M |
|  | **Data Warehousing:**  The product must have full documentation of any data warehouse functionality that is included. | M |

* + 1. **Customer Portal**

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|  | **Requirement** | **Priority** |
|  | Secure platform for customers to be able to:   * Report a repairs job * Diagnose a job with graphical representation * Create an appointment for the work, * Upload relevant documentation with a job * Create an interaction through automated forms | M |
|  | Secure platform to integrate with single sign on to the council’s corporate ‘My-Account’. Currently provided by Meritec using ESB | M |
|  | Customers can review the history:   * Submitted Jobs and statuses * Completed work * Any notes on Jobs | M |
|  | Virtual Assistant:   * Interact through conversations, web, mobile and social * Provide information, answer questions and complete transactions with the customer * Automate these interactions with the portal | C |
|  | Artificial Intelligence:   * Predict what the customer is enquiring about through AI | C |
|  | Branding:   * Branding consistent with Bassetlaw District Council | M |

* + 1. **Built in API’S and Integration**

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|  | **Requirement** | **Priority** |
|  | APIs:  A full suite of bi-directional APIs is required to cover all areas of the system. The solution must provide a range of industry standard connectors and API delivered open standard interfaces to allow integration into operational line of business systems. Essential core systems are:   * Advanced Financials bi-directional for example to allow for generation of invoices, orders, goods receipts, supplier information * ESB – My Account – customers services web portal and workflow, which should be fully bi-directional with information updates * Northgate Housing – Tenancy information, asset updates * Civica Keystone – bi-directional, Asset Management solution, Asset information * As required if a separate solution, integration into Repairs diagnostic solution * As required if a separate solution, integration into Scheduling solution * Integration to a mobile solution, bi-directional   Specifications will be written with the contracted supplier. | M |
|  | NLPG:  The solution must be able to automatically receive updates from the local LLPG in all standard formats including DTF format, which is currently used. | M |
|  | Microsoft Office Suite integration:  The solution should allow full integration of Microsoft Office for core operational business systems, especially Microsoft Outlook/Exchange using:   * General email accounts. * The solution must have backward compatibility to be able to fully support Microsoft office back to Office 2019 as a minimum. * All interfaces must conform to MS standards (Microsoft Office application Object Library reference) and maintain product support to core MS changes, security patches, and upgrades. |  |
|  | Compliancy Data:  Integration to CDMS for e.g Electrical EICR, Gas LGSR Certificates | S |
|  | Stores:  The authority may look at an external stores provider, the solution should have the ability to integrate with suppliers e.g. Dewson, Travis Perkins at no further cost to the authority. | C |
|  | External Gas Provider:  Sure group are our current external Gas inspections/work provider. An integration needs to be in place where information can be passed seamlessly between the solution and an external provider. | S |

* + 1. **Data Protection, Retention and Security**

|  |  |  |
| --- | --- | --- |
|  | **Requirement** | **Priority** |
|  | **Data Protection Act/General Data Protection Regulations:** The system is required to be designed to enable Bassetlaw District Council to meet the current Data Protection Act including  - The system must be able to record consent given to use data.  - A list clearly defining and detailed of any infrastructure or services which sit outside of the EU/EEA to be provided. - The solution must contain automatic elements of data retention functionality and must be able to manage purging, disposal or deletion of data and associated meta data, including individual records, parts of records (anonymising records) or groups of records, and have a means of providing assurance around this process. | M |
|  | **Redaction**: The solution must have the ability for manual redaction of all documents generated through the system's own document/file creation system. | M |
|  | **Security and admissibility of legal evidence:** All data, documentation and file uploads must be tamper proof as they may be used as part of legal action initiated by the Council. Please detail the following: - The solution and any associated framework must have adequate procedures and mechanisms in place to prevent tampering of data/files uploaded to/through the solution - Audit log and reporting capability throughout the solution - The audit trail must be protected from changes or deletions | M |
|  | **Consultees:**  External users should be able to securely access the system in a fully secure manner that will not breach the Data Protection Act. | M |
|  | **Access permissions:**  The system must have the: - Ability to control access/restrict view and edit controls to data and linked documents and photos to the creating officer, team or named individuals  - Ability to restrict system administration functionality | M |
|  | **Setting of Access permissions:** Permissions should be able to be set by job role i.e. batch setting of permissions with preformatted templates | M |

* + 1. **Product Support and Change Management**

|  |  |  |
| --- | --- | --- |
|  | **Requirement** | **Priority** |
|  | **Ongoing Development of the system:**  The supplier must have:   * An ongoing development cycle and approach. * The solution is required to keep up-to-date with core operating software maintenance and support cycles alongside any linked software. * An ongoing process and regularly updated roadmap for providing new functionality to improve performance and usability of the system. * A process for users to be able to request improvements or additional functionality which are scheduled for development on their merit. | M |
|  | **Change Managemen**t:  The solution requires the following support to be provided to facilitate change management:   * Keeping material up to date with new and changes to regulations and legislation (e.g. ensuring material is available at any new releases; what new release notes, amend / new material for help/ briefing/ training ) * Providing best approach guidance to performing new processes in the system. (e.g. process map on how to apply / adjust to changes) * Updates to security provision in a timely manner * Patch updates as required * All updates require sufficient notice for testing and implementation time * All updates must ensure that disruption to staff is kept to a minimum * Changes to internal procedures/processes to be easily reflected on the solution | M |

* + 1. **Training and Help Screens**

|  |  |  |
| --- | --- | --- |
|  | **Requirement** | **Priority** |
|  | Training of users, super users and administrators:  Provide a robust/comprehensive system training package to allow users and administrators to effectively use and manage the system from ‘go-live’ this may consist of:   * Live on line training * E-training * In person training of all users * Train the trainer using the clients staff to roll out all user training * Training manuals | M |
|  | Help Screens:  The solution must have easily accessible help screen functionality with the option for the client to add to or provide links to customised content  Help must be multi-layered from general system help to specific help related to the area that the user is in to detailed help for the type of field that the user is in | M |
|  | Tailored training:  The development and delivery of training should be undertaken in partnership with the client’s lead practitioners with specialist knowledge of the service area. | M |
|  | Active Help:  The system should have the ability to offer Tips and hints options when hovering over buttons/help buttons or pages etc. | M |

* 1. **Business Technical Requirements** 
     1. **General**

|  |  |  |
| --- | --- | --- |
|  | **Requirement** | **Priority** |
|  | **General functionality:** Common device and operating system functions and gestures are supported across the system including:   * Double clicks, right and left clicks, touchpad/screen gestures. | Info |
|  | **Printing:** The solution must be capable of printing via:   * Industry standard print queues on the client device. | Info |
|  | **Data Validation/Input Masks:** The solution must:   * Validate data entered according to rules appropriate to the field being completed (e.g. Only allow numbers in a numeric field). * The solution should be intuitive and query potential anomalous data entries (e.g. In a date field inputting 0202 as the year would flag as a query to the user). | Info |
|  | **Accessibility:** Able to support users with disabilities (e.g., configurable colour schemes, configurable type face and size, etc.) and meet international WCAG 2.1 AA accessibility standards. | M |
|  | **Field Length:** Field length throughout the system must be adequate for input of all foreseeable data - particularly business/people’s names, hyperlinks etc. | Info |
|  | **Auto Saving:** The solution should auto-save free text fields either every, for example, 100 words or after a defined time period | Info |
|  | **E-mail functionality:** If the system uses an inbuilt email system (whether or not it links to the Council's Exchange server)   * E-mails should be secure and, where transferring personal data should be encrypted or have the ability to be encrypted e.g. the Council's MS Exchange email service adding the word ‘Encrypt’ to the subject of an email will automatically encrypt the contents of the email. Also, the Council uses a Trusted list of email addresses to securely communicate with known and trusted partners. * A system for sending large attachments (normal email limits are 16Mb), and sensitive emails to ad-hoc recipients should be available (the Council currently uses Cryptshare). | M |
|  | **Short Message Service (SMS):** The solution should enable integration to allow SMS text messages to be sent to clients and record details in the solution | M |

* + 1. **Hosting Environment**

|  |  |  |
| --- | --- | --- |
|  | **Requirement** | **Priority** |
|  | Hosting to be located within the EU and comply with all relevant UK & EU law. | M |
|  | Data Centre:   * Where the servers will be based, * Who will be responsible for the network, advise what method of connection would be used from within BDC network * Detail the disaster recovery / business continuity arrangements and protocols including where recovery systems are held * Describe how integration between the proposed system and other Council systems will take place, including active directory * How authentication will be managed * Supply a topographical diagram detailing security arrangements * How will system performance and scalability will be managed. * How will mobile and users and devices be supported * How will the functionality of the solution be maintained to keep pace with changing government regulations and requirements * What protective monitoring and data leakage prevention is in place | Info |
|  | Given the nature and sensitivity of the information and the necessary integration with Council systems, If you are offering a fully hosted service, Bassetlaw District Council expects suppliers to comply with the following hosting security guidelines;   * Have BS7799 certification (now ISO27001) * Carry out penetration testing and confirm annually this has taken place * Set up services with Microsoft High Security policy to disable unnecessary services on the system * Provide a service level agreement that guarantees 99.5% availability of the service * Provide an acceptable response to support calls with a service level agreement * Monitors the service availability and responds to outages. * Ensures patches applied to the operating system, firewall and any other server software * Dedicated firewall to prevent access from co-hosted servers belonging to other organisations, in a shared environment, or to isolate the internet facing server from Bassetlaw District Council network * Monitoring of network access or threats * Methods for dealing with denial of service DOS attacks * An incident reporting scheme | M |
|  | For a hosted service confirm how you will assure data security within EU jurisdiction. | Info |
|  | Please supply a local authority reference site which is using the hosted solution. | Info |
|  | **Backups and Recovery:**   * A proposed backup/recovery solution as below or to a level that satisfies the council’s requirements. * Backup retention policy based upon e.g 7 daily backups retained for 7 days, 5 weekly backups retained for 31 days, 12 monthly backups retained for 365 days.   Additional backup or retention options are available as required;   * Replication to the secondary data centre, such that backups are located offsite for recovery purposes. | Info |

* + 1. **Software Licensing**

|  |  |  |
| --- | --- | --- |
|  | **Requirement** | **Priority** |
|  | Please detail the software licensing arrangements for:   * The suggested operating system * The proposed software solution * The proposed embedded reporting tool   Please detail:   * The type and number and cost of software licence (s) offered within your tender proposal * Perpetual Licence or if not the term of the licence * Any licence restrictions and provide all other licensing details associated with the scope and use of the proposed solution * Whether the licences (s) are transferable and if so clearly identify what restrictions there are on the licence use, if any. | Info |

* + 1. **User Access Controls**

|  |  |  |
| --- | --- | --- |
|  | **Requirement** | **Priority** |
|  | Passwords must be managed locally and should adhere to the Council password policy, including but not limited to:   * At least 8 characters * At least one number * At least one capital * At least one non-alpha-numeric character (!.&.%.£.\*.etc.) * At least 3 characters must be changed each time password is reset * Users can change their own passwords at any time * Enforced password change every 120 days * Passwords must not be re-used within 13 changes | Info |
|  | Password strength and enforced password change frequency should be configurable within the system. | Info |
|  | The system must be configurable to enable access to be granted to distinct elements of the system. | Info |
|  | System should provide the ability for the systems administrator to easily add, update and remove user accesses without reference to the supplier. | Info |
|  | Ability to set up user access with a time limit (i.e. to set an expiry date). | Info |
|  | The system should be able to be configured to restrict user access based on service area, team or role i.e. contextualisation.  The definition of service, team or role should be internally configurable. | Info |
|  | A separate role must exist for the ICT infrastructure support of the system (including but not limited to database level support) this can then be linked to named user accounts. | Info |
|  | A separate role must exist for the Systems configuration and ICT support of the system (including but not limited to database level queries, amendments to reports universe, ICT configuration, creation of new forms, user administration, business level configuration, workflow set-up). | Info |
|  | The system must ensure all administration functions to be performed under the credentials of a user i.e. generic administration accounts are not to be used. | Info |
|  | It should be possible to lock users out of the system for the purposes of server and system maintenance. | Info |
|  | It would be desirable for the system to allow the option of using the Active Directory to populate staff name, contact details, job title, manager details, location and team name rather than force system administrators to re-key the information when creating user accounts. It should also be possible to manage role based security via Active Directory. If this functionality is possible within the system please detail how the functionality operates and provide examples of Local Authorities where this has been implemented. | Info |
|  | The system should allow users to authenticate to BDC’s central Active Directory | Info |
|  | The system should time out / lock after a specified period of inactivity. The period of inactivity should be configurable locally by System Administrator.  The user should be warned before the system times-out. | Info |
|  | When the system timeout is activated, there should be functionality to save any unsaved data or configurable auto-save functionality as the data is entered. | Info |

* + 1. **Audit Control**

|  |  |  |
| --- | --- | --- |
|  | **Requirement** | **Priority** |
|  | Full audit trails will be available in order for system administrators to establish the origin of data items, changes made, when and by whom throughout the system.  Please provide full details of how your system meets this requirement including the tracking history of item and financial transactions within your system. | M |
|  | The storage requirements for audit data should be made clear together with any archiving arrangements and the recommended period audit data should be available on line prior to being archived. | Info |
|  | Provide the ability to fully audit security access, providing a log of who has accessed the system and highlight any breaches or attempted breaches in security. | Info |
|  | Ability for authorised users to be able to easily interrogate the audit log via the front end without system performance being degraded. | Info |
|  | Ability to easily configure which elements of the system are audited. | M |
|  | An audit trail should be available that tracks any additions, amendments and deletions to systems configuration and administration by user. The audit trail functionality itself should be configurable.  Basic audit should be available to all users (who & when)  Advanced audit should be available to system administrators or users with appropriate security (details of what has been added, amended or deleted).  It should be possible to archive detailed audit information, where applicable, if this would have impacts on performance. | M |

* + 1. **System Configuration (Set Up)**

|  |  |  |
| --- | --- | --- |
|  | **Requirement** | **Priority** |
|  | There must be functionality to allow the setup, amendment, obsoleting and deletion of all systems settings and parameters. | M |
|  | There should be functionality to copy configuration settings between different instances of the system (Test\Live). | M |
|  | The tenderer must supply detailed, up-to-date system administration documentation. | S |
|  | Where system upgrades and new developments are applied by the supplier prior notification and full documentation of changes to the system is required. | M |
|  | The tenderer should provide online help and support. This includes but is not limited to:  • The ability to log requests for support  • Viewing of previous requests  • Ability to search for support requests made by other authorities | M |

* + 1. **IT Testing**

|  |  |  |
| --- | --- | --- |
|  | **Requirement** | **Priority** |
|  | Documentation:  The supplier must be able to produce documentation and reports from their own internal testing.  The supplier must be able to submit technical documentation (limited to commercial sensitivity, security classification, etc.) on the functionality of the system.  Ideally the tenderer should also be able to supply end to end test scripts for local use. Should you wish to share any examples of this documentation please submit them with your tender response. | S |
|  | Tenderers should provide a data dictionary / entity relationship diagram that details all data fields in the system and what tables they reside in, and how the tables link to each other. | M |
|  | Test Systems - Any hosted service (SaaS, cloud storage, Web Service, REST api, etc.) – must have a test instance available. The data within the test instance must be anonymised. | S |
|  | On-going Support and Maintenance – please describe how you propose to manage the following, ensuring that there is adequate change control and testing:   * Upgrades * Incremental patch process | Info |

* + 1. **User Group Activities**

|  |  |  |
| --- | --- | --- |
|  | **Requirement** | **Priority** |
|  | Please provide full details of any relevant user group activities, including size of group, frequency and duration of meetings and contact details for the chairperson and supply copy of the minutes from your last user group meeting. | Info |

* + 1. **Continuous Improvement**

|  |  |  |
| --- | --- | --- |
|  | **Requirement** | **Priority** |
|  | Providers should detail the process for implementing legislative changes and subsequent impacts on the client including turnaround times and how the supplier handles changes to legislation. |  |
|  | The successful supplier will be required to work with BDC to look into ways of continuously improving this solution and the quality of the service BDC provides both its internal and external customers. Suppliers are invited to suggest ways that they can work with BDC to develop continuous improvement initiatives. | Info |

* + 1. **Council’s Safety Procedures**

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| --- | --- | --- |
|  | **Requirement** | **Priority** |
|  | Suppliers should state they will ensure that all of their on-site staff complies with the safety procedures as issued to them by BDC. | Info |
|  | **Contractor’s Staff:**  Having outlined the reason to the Contractor BDC reserves the right to veto or to require the immediate removal of any of your staff or agents whom BDC deems unsuitable. | Info |

* + 1. **Delivery, Installation and Commissioning**

|  |  |  |
| --- | --- | --- |
|  | **Requirement** | **Priority** |
|  | You should be prepared to take responsibility for the following;   * Transport, delivery, installation and commissioning of all supplied software/hardware at no additional cost to BDC * Installation and commissioning of all software, hardware (if applicable) and material to enable the solution to be implemented in accordance with a mutually agreed schedule of work * All third party and open source software that you utilise in your proposal, whether purchased via you or independently | Info |
|  | You should give BDC one weeks’ notice of your intention to deliver hardware, software and equipment or any other materials to BDC’s premises unless requested as sooner by BDC. No deliveries for the requirement should be made without prior permission of BDC, which shall not be unreasonably withheld.  Please indicate your acceptance of this requirement. | Info |
|  | The contract shall start be as early as possible after award of contract and will end 60 months after signed, with the option for a further 2 12 months period. | Info |
|  | An agreed approach to incur minimal risk to the availability and integrity of existing platform would need to be agreed. | Info |

* 1. **Management Requirements**
     1. Implementation Plans

|  |  |  |
| --- | --- | --- |
|  | **Requirement** | **Priority** |
|  | **Key dates:**  You must provide capacity and resource to make the system available by:   * with access to the client for testing and familiarity * 01st April 2022 (at the latest) for go live with all Housing Repairs users and data to be migrated to the solution following appropriate testing and data verification. | M |
|  | **Outline plan:**  Tenderers must provide an Outline Implementation Plan with milestones for:   * Installation (bare system with example code sets, reports etc.). * Configuration (to client’s requirements). * Interface Development. * Data Migration * Testing. * Training and knowledge transfer. * Go live   The plan must include;   * Resource allocations – supplier. * Resource requirements – client * Anticipated timescales * Key project dates/milestones-staged payments | M |
|  | **Detailed specification:**  Tenderers must agree to deliver a detailed Implementation Specification if awarded the contract. | M |
|  | **Post implementation review:**  Tenderers must agree to a post implementation review, the results of which will be shared within the Authority. | M |
|  | **Project Management:**  Bassetlaw District Council project management methodology for this procurement will be PRINCE 2. Please state your acceptance of this methodology for this procurement and provide examples of similar solutions to this proposed solution which have successfully used this project management methodology. | M |
|  | **Acceptance testing:**  The supplier must agree a testing methodology and jointly, with the client, conduct acceptance tests to ensure that the system fully satisfies the client’s needs in terms of resilience and meets all of the requirements for which compliance is claimed in the tender. A detailed acceptance schedule will be prepared after a supplier has been selected since the precise tests will depend on the proposed system. | M |
|  | **Attendance at tests:**  The supplier should agree to and attend all agreed acceptance tests. | S |
|  | **Project meetings:**  Throughout the project implementation, the supplier should agree to attend regular project meetings at BDC site, or where this is not possible due to health and safety implications, via web based meetings. | M |
|  | **Data Protection:**  You should confirm that you will comply with all requirements of the Data Protection Act 1998, including all eight principles of the Act, when handling any personal data, sensitive or otherwise, in the delivery and on-going maintenance of the system. | M |
|  | **Data breaches:**  In the event that you become aware of an actual or suspected loss of personal data during the course of delivery or maintenance of the system, you should immediately notify BDC by telephone and in writing. BDC reserves the right to make such a breach known to the Information Commissioners Office and to other parties as may be appropriate. | M |
|  | **Sub-Contractors:**  Please provide full details of any sub-contractors which you propose to use for any element of this project. Your response should include:   * Details of any element of the required service to be sub-contracted and the supplier to whom the work will be sub-contracted * Confirmation that all sub-contractor’s staff who will undertake such work on behalf of BDC are vetted by you as opposed to being vetted by the proposed sub-contractor and state the processes and procedures involved. * Acceptance that as prime contractor you accept full responsibility for any and all of the sub-contractors actions. * Confirmation that BDC reserves the right to reject any nominated sub-contractors and any of the nominated sub-contractors staff   Confirmation that sub-contractors staff are subject to the same Terms and Conditions as the prime contractor. | M |

* + 1. **Service Level Agreements**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Requirement** | **Criteria**  **Pass/Fail** | **Priority** |
|  | **Service Level Agreement (SLA):**  Tenderers must provide a proposed SLA above and beyond our minimum requirements, including details of; **Management Structure and Project Management Arrangements**   * Roles & responsibilities * Service delivery organisation. * Contact details. * Details of ongoing management and review including frequency of review meetings**.**   **Service Helpdesk**   * Service desk role (logging & reporting etc.). * Hours of cover – minimum 8.30am to 5pm working days exc. weekends and bank holidays. * Contacting the service desk. * Dealing with service incidents/faults (including prioritisation by level of severity) including type of response – i.e. online/phone etc. * Customer responsibilities.   **Levels of Support**   * Availability (as a percentage of up-time). * Maximum allowable server downtime. * Response and fix times.   **Performance Measures**   * Measuring satisfaction. * Performance reporting. * Availability. * Response times. * Reports.   **Complaint Procedures**   * Complaints process. * Service desk responsibilities. * Customer responsibilities.   **Escalation Procedures** This should cover the levels of management through which problems are escalated (before the customer has to resort to potential breach or Change Management Procedures within the main contract).   * Non-availability of system. * Failure to meet agreed response and fix times. * ‘Significant’ errors.   **Change Control Procedures**   * Operational functionality enhancements. * Failure to meet agreed performance measures. * Roles and responsibilities.   The final SLA will be agreed with BDC prior to Contract Award and included as a schedule within the Agreement terms and conditions. |  | Info |
|  | **SLA monitoring meetings:**  In order for BDC to monitor the SLA the successful supplier will be required to attend, either in person or via a web meeting, contract management meetings on a regular basis to discuss performance against the contract and agree action plans on any issues raised. |  | Info |

* + 1. **Data Migration and Management of Legacy Data**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Requirement** | **Criteria**  **Pass/Fail** | **Priority** |
|  | **Data Migration:** Data is currently stored within Total Mobile, DRS and Keyfax Applications with associated electronic documents on site at Bassetlaw District Council.  The Tenderer must be able to identify how they could support the pre-configured migration of data from our existing systems to a new or;  Provide a solution for the existing data to be accessible in a read only environment. |  | Info |
|  | **Legacy Data:**  Tenderers must provide details of how they will manage existing data where complete data migration is either not possible or not recommended. This must include details of:   * The structure of the data to be stored. * The infrastructure of the system used the store the data including location * How the data can be accessed. * How the data can be reported on. * How the data can be managed in accordance with the client’s Data Retention Schedule. |  | M |
|  | **Reference Sites:**  Tenderers must detail comparable experiences and provide reference sites that will demonstrate confidence in achieving the declared timeframes – where comparable timescales have not been met in the past details of what additional resources will be committed to this project to meet deadlines must be supplied. |  | Info |

1. **IT Configuration Document**
2. 1. **Purpose**
      1. During the procurement of ICT systems, it is essential to ensure that properly defined functional and non-functional requirements are included in the Invitation to Tender (ITT).   
         This document is designed to help with that process by stipulating the Bassetlaw District Council (BDC) architectural configuration that forms a bare-minimum set of infrastructure related needs, which all IT solutions must adhere to.
      2. The purpose here is to ensure that any design or procurement process is consistent with existing BDC architecture and system/service approaches and solutions. This document is not a substitute for the need for business Subject Matter Experts to define their objectives and requirements for a business problem/IT-related need. It should be used to aid the overall architectural discipline required when aspiring to a cohesive approach to IT solutions, as such the content should be used during the process to procure new or replacement ICT systems/services. In this respect it will form a section within any formal procurement exercise.
   2. **ICT Configuration list**
      1. System **Hosting:** It is the Council’s strategy to substantially reduce the cost and complexity of its information systems, and thus the re-use of existing architectural components is encouraged; standardisation of approach is an imperative; consolidation an important aspiration. The procurement of a fully managed service will be considered in the first instance.
      2. **System Components:** A distinction has been made between technology expected to support our core strategic systems (standard) and those for less critical non-core systems and there is a need to reduce the support burden of non-core systems over time. This may lead to new approaches for non-core services or applications (exceptions), similarly alternatives to core systems technology will be evaluated on a case-by-case basis.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **ID** | **Component** | | **Standard** | **Exceptions** | **Future Direction** |
| **User Interface** | | | | | |
| 2.2.1 | Authentication | Active Directory 2016 (On Prem)  Active Directory Federation Service v3.0 with Azure Multi-Factor Authentication Server | | Active Directory | Active Directory 2019 (On Prem)  Active Directory Federation Service v2019 with Azure Multi-Factor Authentication Server |
| 2.2.2 | Browser (NCC usage only) | Internet Explorer v11 | | Internet Explorer v11 | Microsoft Chrome |
| Browser (Public facing) | Must work with variety of major browsers including Internet Explorer, Edge, Google Chrome, Mozilla Firefox and Safari. | |  | Must work with variety of major browsers including Internet Explorer, Edge, Google Chrome, Mozilla Firefox |
| 2.2.3 | Desktop OS | Windows 10 64Bit Current 1909 | |  | Windows 10 64Bit Semi-Annual Channel 20hz |
| 2.2.4 | Desktop plug-in software | Microsoft .net framework (latest version)  Microsoft Silverlight (latest version)  Adobe Reader (latest version) | |  | Commitment to remain on supported versions |
| 2.2.5 | Productivity | Microsoft Office Pro Plus 2016 32bit | | Microsoft Office Pro Plus 2016 64bit | Microsoft Office Pro Plus 365 32bit |
| 2.2.6 | Smartphones | Android  with Microsoft InTune | | Windows Mobile  with Microsoft InTune | Android  Microsoft InTune for Mobile Device Control |
| 2.2.7 | Device encryption | Bitlocker | | Bitlocker | Bitlocker |
|  | | | | | |
| 2.2.8 | Desktop application virtualisation and deployment | Microsoft RDS 2016 with App-V for application virtualisation and deployment | |  | Microsoft RDS 2016 with App-V for application virtualisation and deployment |
| 2.2.9 | Desktop management | Microsoft SCCM2016 1702 | |  | Microsoft SCCM Semi-Annual Channel |
| **Application Server Layer** | | | | | |
| 2.2.10 | Web Server | | IIS 8.0 (basic install only)  Apache (vendor maintain/support only) | IIS (basic install only)  Apache (vendor maintain/support only) | IIS 10 (basic install only)  Apache (vendor maintain/support only) |
| 2.2.11 | Operating System | | Windows 2016 | Windows 2012 R2 | Windows 2019 |
| 2.2.12 | Web Based Systems | | Be secure (HTTPS and not HTTP) |  | Be secure (HTTPS and not HTTP) |
| Must conform to WCAG 2.0 |  | Must conform to WCAG 2.0 |
| Must be compatible to run behind a Web Application Firewall (WAF) |  | Must be compatible to run behind a Web Application Firewall (WAF) |
| Should not require client software such as Java |  | Should not require client software such as Java |
| Should contain Secure Restful API |  | Should contain Secure Restful API |
| Conform to HTML 5.0 and TLS 1.2 |  | Conform to HTML 5.0 and TLS 1.2 |
| **Database Server** | | | | | |
| 2.2.13 | Database | | SQL 2016 upwards  Oracle 12 | SQL 2017 upwards preferably 2017 | Latest release |
| 2.2.14 | Operating Systems | | Windows 2019 | Windows 2012 R2 | Windows 2019 |
| **Storage** | | | | | |
| 2.2.15 | Storage | | NetApp SAN | NetApp SAN | NetApp SAN |
| **Service Continuity** | | | | | |
| 2.2.16 | Operational Resilience | | Replicated storage over two site for core business systems.  Network, ISP and Telephony are resilient across and Active/Active Dual DC | | Cloud based solutions may be increasingly considered |

* 1. **Environment Components**

|  |  |  |  |
| --- | --- | --- | --- |
| **ID** | **Component** | **Current Technology** | **Future** |
| 2.3.1 | Remote Access | Always on VPN | Meraki VPN |
| 2.3.2 | Email | Exchange Prem | Exchange online (O365) |
| 2.3.3 | Backups | NetApp snapshot | NetApp |
| SQL Backup (Various) | SQL Server / Netbackup 8.1 |
| 2.3.4 | Virtualisation | Microsoft Hyper-V 2016 | Microsoft Hyper-V 2016 |
| 2.3.5 | Security Access Rights | The primary authentication mechanism is via Microsoft Active directory (2012 functional level). Some third party applications need their own separated authentication and/or a hybrid of AD and non-AD. In these circumstances we seek to utilise a single sign-on approach with AD Federated Services (ADFS) for the AD users or look to integrate the solution with our Application Delivery Controllers which is using F5’s Local Traffic Management and Access Policy Management (LTM/APM) features. | AD 2016 Functional Level.  AD 2019 Federated Services.  Continue utilising F5 where suitable |
| 2.3.6 | Network | Meraki  10Gb backbone | Meraki  10Gb backbone |
| ASA 5500 series, Cisco Firepower, Watchguard | Meraki  ASA 5500 series, Cisco Firepower  Watchguard |
| Catalyst 3650s, 3750s, 2960s | Meraki  3650,3850,2960x |
| ISR 2911s | ISR 4300s |
| Various UPSs at strategic sites only | Various UPSs at strategic sites only |
| F5 Load Balancers | F5 Load balancers |
| Hub and spoke technology  SDWAN/FTTC | SD-WAN/FTTC for all sites. |
| 10/100/1000 Desktop speeds | 100/1000 Desktop speeds |
| 2.3.7 | Internet Service Provision | 2 x 600 mps links terminating on Asa on the outside. The DMZ has Cisco ASAs on the inside. | 2x 1Gb duel links  Using Meraki MX5 |
| 2.3.8 | Reporting | Solarwinds, Prime 3.0 | Solarwinds, Prime 3.0 |
| 2.3.9 | Telephony | Skype for business  CC4 skype  MacFarlane  Philips Sopho | Contact Centre and Switchboard  SIP Trunks  Teams |
| 2.3.10 | Content Management | Intranet - Umbreco |  |
| Internet - Umbreco |  |
| 2.3.11 | eForms | Firmstep |  |
| 2.3.12 | “Cloud” incl. PaaS, IaaS |  | Microsoft Azure |
| 2.3.13 | Security | Must meet and remain within PSN compliancy | Must meet and remain within PSN compliancy |
| Must meet and remain within Cyber Essentials Plus compliancy | Must meet and remain within Cyber Essentials Plus compliancy |
| Anti-Virus - Windows | Anti-Virus - Windows |
| Web-proxy - Watchguard | Web-proxy - Watchguard |

* 1. **Information Management**

This section defines the Information Management Considerations for the procurement of a new system.

|  |  |  |
| --- | --- | --- |
| **Document and records Management** | | |
| 2.4.1 | EDRMS | Where information needs to be managed in line with records management principles it should be stored in an approved EDRMS throughout the records lifecycle from creation to disposal. |
| **Data Quality** | | |
| 2.4.2 | Formatted | Where possible data entry fields should have validation where appropriate. |
| 2.4.3 | Addressing | Addresses held in systems must be in a BS7666:2006 compliance format. |
| 2.4.4 | Retention and Disposal | Application should allow for automated disposal of records and associated documents at the end of the lifecycle in accordance with the Data Protection Act 1998 and other legislation that dictates the length of time records are held. |

* 1. **Information and Data Security**

This section defines the Information and Data security requirements for the procurement of a new system.

|  |  |  |
| --- | --- | --- |
| 2.5.1 | Security Requirements | Systems should be able to be securely installed and managed and maintained from an application server and network perspective. |
| 2.5.2 | Access to data | Appropriate levels of security should be able to be applied to modules within the system to ensure that only individuals who have a business need to access records are able to do so. |
| 2.5.3 | Information Transfer | If the system needs to interface with other systems, any transfer of personal and/or sensitive personal information must be done over an encrypted secure link. |
| 2.5.4 | Backup, disaster recovery and business continuity | Where appropriate, the system must provide backup / restore and disaster recovery facilities |
| 2.5.5 | Audit | All systems should have an audit capability.  Where the system holds personal and/or sensitive personal information this should be done down to an individual level. |

* 1. **Microsoft Licensing**

BDC uses Microsoft productivity tools and server software.

Microsoft products are licensed corporately for productivity and servers using Enterprise Subscription Agreement (ESA) and Server Cloud Enrolment (SCE) licences.

The Council’s ESA provides the basis for licensing on premises productivity tools and supports the project to migrate to Office‑365 services. Compatibility with this environment is required with new software applications. The core components of the ESA include:

* Client Access Licences (CAL)
* Microsoft Office
* Windows Enterprise
* SharePoint
* MS‑Visio
* MS‑Project

The Council’s SCE provides the basis for licensing servers and databases and includes:

* Core Infrastructure Suite (CIS)
* SQL Server
* Azure