

TORBAY COUNCIL

Part 4 Award Questionnaire

Contract Reference

TCES4621

Contract Title

Management of the Torbay Lottery

Maximum Period of Contract

6 years

Return Date

Monday 18 October 2021

Return Time

12:00 Noon

Return To

www.supplyingthesouthwest.org.uk

Applicant Name

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Stage Two – Award

Section A. Pass / Fail Criteria

The questions within this section shall be assessed on the basis of pass or fail.

Question Number	Questions	Response
1	Please confirm you meet the Mandatory Requirements set out in sections 2,3 and 5 of Part 2 Specification. Minimum Requirement: That the Applicant confirms meeting all of the Mandatory Requirements within Part 2 Specification.	Yes / No
Comments:		
2	Please confirm that the minimum funding to good causes will be at least 60% of every £1 ticket sale. Minimum Requirement	Yes / No
Comments:		

Section B. Method Statements

Applicants are required to submit Method Statements. They should be drafted in such a manner so as to be able to form part of the Contract. They should be submitted containing sufficient detail to demonstrate that the stated outcomes will be deliverable, as defined within Part 2 Specification.

Responses must be relevant to the question and appropriate in length. Supporting information may be submitted, provided that it is clearly labelled, referenced in the question to which it relates and appended to the main submission.

The evaluation of the response will not go beyond the word limit that has been set, if applicable.

Method Statement Number	Method Statement	% Score
1	<p>Please provide a draft Implementation Plan detailing the tasks involved, resources required and timescales for delivery to set up the Torbay Lottery, covering the input required by you and the Authority.</p> <p>In support of their Implementation Plan all Applicants are required to set out how they will address the following during implementation, start-up and through the life of the Contract:</p> <ul style="list-style-type: none"> a) Configuration/set up, including the “branding” of web pages; b) User Acceptance Testing; c) How you will work with the Authority, eligible users and the incumbent provider to ensure a smooth transition from the current provision; d) Any barriers, issues or risks you have identified and your proposals to address or mitigate them; e) Training; and f) Weekly, monthly and annual tasks to ensure the Torbay Lottery continues to meet the requirements of the Gambling Commission and Gambling Act. <p>Word Limit: 2 sides of A4 in Arial font 12 to address requirements a) to f) above, together with a draft Implementation Plan, no other appendices are permitted.</p>	5%
Response:		
2	<p>Please describe the insurances/indemnities you have for running a remote lottery and what measures you have in place to ensure that they are always current and provide sufficient cover to meet any liability including the payment of all prize money.</p> <p>Word Limit: 1 side of A4 in Arial font 12. Examples of insurances/indemnities may be submitted as evidence.</p>	4%
Response:		

3	<p>Please describe how you will engage with good causes and increase ticket sales for the Torbay Lottery and how you will demonstrate that this has been effective.</p> <p>Word Limit: 2 sides of A4 in Arial font 12. Please include a copy of your proposed marketing plan as evidence.</p>	12%
<p>Response:</p>		
4	<p>Please describe and evidence the effectiveness of the data protection and security measures you have adopted when designing, developing, implementing and supporting the system.</p> <p>As a minimum your response should fully address the following:</p> <ul style="list-style-type: none"> • Infrastructure and Technology; • Security Protocols, Security Standards utilised (e.g. ISO/IEC 27001); • Any relevant data protection and information security policies and procedures; • How all information provided by the organisation is accessible only through secure network links. • How you will ensure that personal information about members and good causes will be kept safe and secure in accordance with the Data Protection Act 2018. • How the organisation is compliant to the General Data Protection Regulation (GDPR), with specific reference to how the system complies with the information rights of data subjects including right to be informed, subject access, right to be forgotten, right to rectification. • Details of the system's password policy, including encryption, use of mixed case, numbers and special characters, minimum length, expiry, limit on login attempts, logging of unsuccessful login attempts and "forgotten password" functionality. • Details of the security controls in place to keep the Authority's data separate from your organisation's other client data and also accessed by only authorised members of your personnel. 	9%

	<ul style="list-style-type: none"> • How personal data or sensitive business data is encrypted both in transit and in storage? Please describe key management practices and the encryption algorithms used (e.g. SSL, TLS, etc.). • Please provide a copy of your Data Protection Impact Assessment as an appendix. <p>Word Limit: 2 sides of A4 in Arial font 12. Appendices may be submitted as evidence.</p>	
<p>Response:</p>		
<p>5</p>	<p>Social Value, Sustainability, Environmental Considerations</p> <p>Please set out how your organisation’s proposals will comply with the Council’s Social Value goals in relation to 7.2.2 of Part 2 Specification and how these will be measured</p> <p>Word Limit: 2 sides of A4 in Arial font 12. Appendices may be submitted as evidence.</p>	<p>10%</p>
<p>Response:</p>		

Section C. Technical Questions

Applicants are required to submit their responses to the following Technical Questions. They should be drafted in such a manner so as to be able to form part of the Contract. They should be submitted containing sufficient detail to demonstrate that the stated outcomes will be deliverable, as defined within Part 2 Specification.

Responses must be relevant to the question and appropriate in length. Supporting information may be submitted, provided that it is clearly labelled, referenced in the question to which it clearly relates and appended to the main submission.

The evaluation of the response will not go beyond the word limit that has been set, if applicable.

Technical Question Number	Technical Question	% Score
1	<p>Customer Service – Please describe your Organisation’s Technical, Members and Good Causes Support/Helpdesk facility and evidence how it will meet the Authority’s requirements as set out in Part 2 Specification.</p> <p>As a minimum your response should address the following:</p> <ul style="list-style-type: none"> a) Access methods; b) Times of availability; c) Prioritisation of incidents; d) Response times for customer liaison and complaints; e) Communication methods. <p>Word Limit: 2 sides of A4 in Arial font 12. Please note appendices are not permitted and will not be evaluated if provided.</p>	8%
Response:		
2	<p>Continuity of Service Provision – Please describe what key activities you undertake or put in place to ensure that there is a continuity of service when you are running a contract, in the light of staff turnover, sickness, holidays or taking over a new contract.</p> <p>Please also describe how your organisation will continue to function and meet its obligations under this Contract after a major event. As a minimum please submit your organisation’s</p>	6%

	<p>Business Continuity and Disaster Recovery Plans and provide any additional commentary to evidence the effectiveness of your plans.</p> <p>Word Limit: 2 sides of A4 in Arial font 12. Please note appendices are permitted.</p>	
<p>Response:</p>		
<p>3</p>	<p>Applicants are required to provide a copy of their Service Level (SLA) for the hosting of the System in order to evidence it meets the requirements detailed in section 2 and section 6 of Part 2 Specification.</p> <p>Where the Applicant does not have an SLA already in place they should detail and evidence how they will meet the requirements detailed in section 2 and section 6 of Part 2 Specification.</p> <p>Word Limit: 2 sides of A4 in Arial font 12. Please provide a copy of your Service Level Agreement as evidence.</p>	<p>3%</p>
<p>Response:</p>		
<p>4</p>	<p>Applicants are required to detail <u>and evidence</u> (by supplying Policy documents, internal testing reports, external testing documents, etc.) how Penetration Testing of the System was undertaken during initial Development of the Software and is regularly undertaken as the software is updated.</p> <p>Areas to be covered must include but are not limited to:</p> <ul style="list-style-type: none"> a) Who carries out the testing; b) How often testing is undertaken, for example at which point(s) during development, before future releases go live, any other regular intervals; c) How the Applicant ensures high priority items are addressed promptly; d) Documentation from a reputable third party, detailing the vulnerabilities highlighted in the last external penetration test (not re-test) and evidence that any high priority items have been addressed. 	<p>6%</p>

	<p>Please Note: Applicants may mask urls etc. in their documents if appropriate.</p> <p>Word Limit: 2 sides of A4 in Arial font 12. Please note appendices are permitted.</p>	
<p>Response:</p>		
<p>5</p>	<p>Please describe the mechanism for taking Credit and Debit card payments. Is this mechanism an integral part of the Lottery Management system or is it supplied via a third party payment gateway, such as World Pay, etc.?</p> <p>Please supply a copy of a valid PCI DSS certificate for your organisation or the third party payment gateway you use.</p> <p>Word Limit: 1 side of A4 in Arial font 12. Please note appendices are permitted.</p>	<p>7%</p>
<p>Response:</p>		