

REQUEST FOR QUOTATION (RFQ)

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# INTRODUCTION

## BACKGROUND

This procurement is being conducted by Bromford Housing Group Limited (Bromford), a charitable registered society under the Co-operative and Community Benefit Societies Act 2014 with registration number 29996R whose registered office is at Exchange Court, Bradbourne Avenue, Wolverhampton Business Park, Wolverhampton WV10 6AV.

Bromford is a housing association; we exist to provide affordable homes for people who cannot access market housing. We are committed to providing safe, secure and warm homes, but also care about the people who live in our homes. Since being formed in 1963, the housing association has grown, organically and through partnerships and mergers, to own or manage 44,000 homes across the Midlands and south west.

Our core business is:

* The management of social and affordable housing
* The maintenance of social and affordable housing and associated facilities including garages
* Neighbourhood coaching
* Development of social and affordable rented homes
* Development of shared ownership homes

Bromford’s Security & Resilience team are looking to re-launch their education and awareness (E & A hereafter) programme and as such are seeking the services of external organisations to support this. In broad terms we are looking for a partner to change the behaviours and culture within Bromford in relation to cyber security and business continuity awareness. This is the key outcome that must be achieved as part of this programme.

## GENERAL REQUIREMENTS

Bromford invites quotations for the provision of an Education and Awareness programme.

Description of the requirement

Bromford’s Security & Resilience team are seeking a partner(s) to assist in supporting the change of behaviours and culture within Bromford in relation to cyber security and business continuity awareness. We are looking for a partner to guide us on potential solutions for this and we anticipate this being achieved by designing a multi-stage process to achieve the successful implementation of the E & A programme.

Bromford’s detailed requirements are defined in Part 2 - Specification.

Potential partners should read these instructions carefully before completing their quotation. Any failure to comply with the requirements for completion and submission of your submission may result in it being rejected.

Bromford reserves the right to:

* carry out due diligence checks on the awarded provider;
* amend the conditions of Contract attached in Appendix 1;
* issue amendments or modifications to this ITQ during the quotation period. These will be issued electronically to all potential partners simultaneously and potential partners will be assumed to have taken account of any such modifications and amendments in their quotations;
* abandon the procurement process at any stage without any liability to Bromford;
* require the potential partner(s) to clarify its quotation in writing and if the potential partner(s) fails to respond satisfactorily, this may result in the potential partner(s) not being selected.

## PROCUREMENT TIMETABLE

The table below sets out the proposed timetable for the procurement, from the date of the RFQ to signature of the Contract Documents. Bromford reserves the right to vary the timetable.

|  |  |
| --- | --- |
| Activity | Deadline |
| **Request for Quotation Issued** | 13th October 2021 |
| **Deadline for Clarification Questions** | 12th November 2021 16:00 |
| **Deadline for Quotation Responses** | 19th November 2021 16:00  |
| **Quotation Evaluation**  | 3rd December 2021 |
| **Clarification interviews (if required)** | Week commencing 6th December |
| **Contract Start Date** | 3rd January 2022 |

## CLARIFICATION QUESTIONS

This RFQ is being conducted via the Bromford’s eProcurement Portal hosted by Procontract, which is accessible via the following link:

<https://procontract.due-north.com/Login>

Potential partners who have questions in relation to this RFQ should submit these questions electronically via the message function on the Procontract Portal.

Help on submitting your information and asking questions using the Portal can be found in the “Guidance for Suppliers” document attached as Appendix 2.

Questions must be submitted by the deadline specified in the timetable, so as to enable Bromford to answer them sufficiently in advance of the RFQ deadline.

Your organisation should ensure they have provided an appropriate point of contact, which was recorded on the Procontract Portal when registering. Bromford will provide all responses to correspondence and clarifications via the Procontract Portal and the nominated organisation contact will be advised via their email address when any information has been provided.

## DOCUMENTS REQUIRED FOR QUOTATION RESPONSES

Should you wish to take part in this RFQ, the following documents must be fully completed and uploaded via the Procontract Portal:

| Document | Requirements |
| --- | --- |
| Section 3 Questionnaire | Fully completed with any required supporting attachments |
| Section 4 Pricing | The table or spreadsheet referenced in Section 4 fully completed |
| Section 5 Declaration  | Fully completed and signed |

Please note that your response must be received via the Procontract Portal and you will not be able to submit a response after the deadline specified in Part C.

A copy of the following documents will be required from the winning potential partner(s) in order to verify that they can meet the specified requirements:

|  |  |
| --- | --- |
| Document | Required / not required |
| Employer’s Liability Insurance certificate | Required |
| Public Liability Insurance certificate | Required |
| Professional Indemnity Insurance certificate | Required |
| Health and Safety Policy or a signed Appendix 2 Health and Safety Declaration (as applicable) | Required |
| Copy of most recent Accounts or alternative means of demonstrating financial status (as specified in response to question B-5) | Required |

## EVALUATION OF QUOTATIONS

Any quotations not compliant or completed fully will be discarded.

Potential partners must pass all minimum suitability questions in Part B of the Questionnaire in order to be considered. Bids not meeting the minimum standards will be discarded.

Based on the information provided by potential partners, each compliant submission will be evaluated by Bromford to determine the most economically advantageous Tender. Each compliant submission will be scored out of 100 % according to the following criteria:

|  |  |
| --- | --- |
| Criteria | Weighting |
| Price | 25 % |
| Quality questions in Part C of the Questionnaire | 75 % |
| Total | 100% |

The quality questions detailed in Part C of the questionnaire in Section 3 will be scored, and the weightings of each evaluation question are detailed in Part C of the questionnaire in Section 3.

The score for price for each tender will be based on the percentage variance of the total tender price from the average tender price of all tenders submitted. The average price will be calculated using all tender prices other than any Tender Prices that have been excluded as “abnormally low”.

**Clarification and verification of responses**

As part of the evaluation process to clarify and verify responses to the tender submission. Bromford reserves the right without limitation to

* Seek references
* Undertake interviews (which may include a presentation)

Prior to interviews taking place, Bromford may eliminate tenderers whose total score after evaluation of their RFQ response falls below a certain threshold.

If, in validating the responses given in the tender submission, it is clearly apparent that the potential supplier cannot / does not meet the specification and / or other contract requirements, Bromford reserves the right to reject the relevant potential suppliers’ tender submission and not consider it any further in the procurement process.

If required, the interviews will not be scored separately and will be used to moderate the scores for quality. The interviews will be used to investigate in more depth specific aspects of the quality and technical merit that the potential supplier is proposing to deliver for Bromford (and potential suppliers may be required to make a presentation on some of these). The scores from the evaluation of the quality proposals may be adjusted (up or down) depending upon the outcomes from the interview.

# SPECIFICATION

Bromford’s Security & Resilience team are looking to re-launch their education and awareness programme and as such are seeking the services of external organisations to support this. In broad terms we are looking for a provider to assist in changing the behaviours and culture within Bromford in relation to cyber security and business continuity awareness. This is the key outcome that must be achieved as part of this programme, and we believe a part of that is a solution that helps us to measure, understand and demonstrably reduce human cyber risk.

We need the whole process to be a positive interaction at every stage for our colleagues and that they must feel engaged throughout the programme. Colleague engagement is a key metric for reporting throughout this. Equally we must engender a culture whereby colleagues feel safe and secure to share with us any incidents that may have occurred so they can be addressed by organisational processes.

We require a provider to enable this outcome to be achieved by designing an E & A programme that can be successfully implemented and measured within the organisation that adapts to a variety of different learning styles of our colleagues.

We expect the overall solution to be delivered via two contracts:

consultancy services to provide discovery, design, and content creation (this contract);

technology services to deliver the e-learning solution, which will be separately procured in tandem with this process.

The overall solution must be accessible to all colleagues including those not based in an office location i.e. field, roaming or home based. The proposal should be efficient to manage with our limited internal resources and make efficient use of colleague’s time.

Our existing eLearning platform is provided by our partner, “The Working Manager“, and uses a Scorm engine for content. Any content must be compatible with SCORM and therefore integrate with our current and future solutions.

The solution is to be delivered in three stages:

**Stage 1 (target duration 6 to 8 weeks from award)**

* Discovery – to understand what we have currently and previous initiatives.
* Design with internal stakeholders and organisational sign-off

**Stage 2 (target duration 6 to 8 weeks from completion of stage 1)**

* Content creation to support the behavioural and cultural change towards security across our colleagues

**Stage 3 (target duration 4 to 6 weeks from completion of stage 2 and go-live of the technology)**

* Measurement and report on the behavioural change resulting from the implementation of the technology

Progress into Stage 2 and 3 will be contingent on Bromford’s acceptance of the design and potential providers are required to split their fixed price for the delivery of the services into the three stages.

Stage 1

A key requirement is the ability to measure its success that will ensure that our outcome is achieved, and we can evidence the required change in behaviour and culture. The successful provider must provide a plan to augment/improve existing E & A plans as a defined deliverable.

During the discovery and design phase the provider must engage with appropriate colleagues to establish the current perceived knowledge of security, and to incorporate those findings into the design to ensure the necessary change in culture and behaviour.

The design should present a fresh approach to awareness, behaviour and culture that is both measurable and provides us with metrics and insight. We expect the definition of metrics and insights including colleague engagement to be defined as part of the design and welcome suggestions from the potential provider based on their expertise and experience. We also believe that an identity for awareness is crucial, and as such would look for the successful provider to re-launch our “be.Secure” identifier.

The stakeholder scope is for all colleagues across the organisation and therefore we anticipate that the stakeholder engagement would need to ensure that all colleagues and functions are considered, consulted and informed as appropriate. However, to ensure success you will need to work closely with our Learning & Development; Communications and, Management Information & Reporting teams.

We already have high completion rates of a cyber security/phishing module. The solution therefore must look beyond just good content and focus on the transfer of knowledge and on building of good behaviours, so it becomes ‘the way we do things around here’.

However, the provision of e-learning content and phishing simulations will not be enough. The focus is to make behavioural and cultural change. It is important that we support and assist our colleagues and provide a solution which benefits them at home and work. Encouraging self-help and individual responsibility is high on our criteria for success.

Our colleagues are provided with a range of devices to access corporate facilities such as laptops; tablets; smartphones, and as such we use a wide variety of operating systems: Windows; MacOS; Android; IOS. The solution will need to operate across these various device types and operating systems.

Crucial to the success of the programme is the alignment to out DNA, which can be seen below. The design will align and support these:



As we are a small team we have limited resources to dedicate time to this programme and as such the successful partner(s) will through this engagement be expected to develop and design the programme that can be implemented internally with a minimal increase to workloads. As such we are looking for a fixed price engagement to enable us to control costs and budget.

Stage 2 and 3

We expect the successful provider to engage with the technology partner (once awarded) and to engage directly to deliver the overall solution.

The metrics and reporting on the behavioural change resulting from the implementation of the technology must be in a ready presentational format for senior leadership at Bromford.

The review should include recommendations and a model to support continuous improvement.

# QUESTIONNAIRE

## ORGANISATION AND CONTACT DETAILS

|  |  |
| --- | --- |
| ****Question**** | Potential Provider Response |
| **A-1 Name of your organisation** |  |
| **A-2 Registered office (if applicable)** |  |
| **A-3 Trading address (if different from registered office)** |  |
| **A-4 Company Registration Number****(if applicable)** |  |
| **A-5 VAT number (if applicable)** |  |
| **A-6 Is your organisation a:*** Sole Trader
* Partnership
* Public Limited Company
* Private Ltd Company
* Charity
* Other
 |  |
| **If you selected other, please specify** |  |
| **A-7 If the Company is a member of a group of companies, please give the name and address of the ultimate holding company** |  |
| **A-8 Name of person to whom any queries relating to this quote should be addressed** |  |
| **A-9 Telephone** |  |
| **A-10 Email** |  |
| **A-11 Address****(if different to the Address above)** |  |

## MINIMUM SUITABILITY QUESTIONS

The following are pass/fail questions. Potential Partners who fail the requirements will fail the RFQ process.

| ****Question**** | Potential Provider Response |
| --- | --- |
| **B-1 Insurances****Please self-certify whether you already have, or can commit to obtain, prior to the commencement of the contract, the levels of insurance cover indicated below:** **Employer’s Liability Insurance of £5m (five million pounds)****Public liability insurance of £5m (five million pounds)****Professional indemnity insurance of £5m (five million pounds)** | **Yes** – we have levels of cover already and will continue to for this contract **No** - but we will provide Bromford‘s level of cover requested if awarded contract  **No** – we have not got cover and will not provide Bromford’s level of cover  *(please delete as appropriate)* |
| **B-2 Modern Slavery Act****Bromford wishes to ensure that within your business or in its supply chain there is no servitude or forced labour, slavery human trafficking, arranging or facilitating the travel of another person with a view that a person is being exploited or conducting any activities that contain violation of human rights. Please confirm that your supply chain with regards to this quotation response complies with the Modern Slavery Act 2015.**  | **Yes** – in response to this quotation our supply chain complies with the Modern Slavery Act 2015**No** – in response to this quotation our supply chain does not comply with the Modern Slavery Act 2015 *(please delete as appropriate)* |
| **B-3 Data Protection****Bromford wishes to ensure that within your business or in its supply chain that the processing of personal data and processes in relation to this contract are complaint with the requirements of the General Data Protection Regulations (GDPR) and Data Protection Act.** **Please confirm that you and your supply chain with regards to this quotation response comply with all applicable data protection legislation including but not limited to the General Data Protection Regulations (GDPR) and Data Protection Act.** | **Yes** – in response to this quotation ourselves and our supply chain comply with all applicable data protection legislation including but not limited to with the General Data Protection Regulations (GDPR) and Data Protection Act.**No** – in response to this quotation ourselves and/or our supply chain does not comply with all applicable data protection legislation including but not limited to with the General Data Protection Regulations (GDPR) and Data Protection Act.*(please delete as appropriate)* |
| **B-4 Health & Safety Policy****Please self-certify that your organisation has a Health and Safety Policy that complies with current legislative requirements.** | **Yes** – we have a Health and Safety Policy that complies with current legislative requirements.**No** – we are not required to have a Health and Safety Policy, because we have less than 5 employees.**No** – we do not have a Health and Safety Policy that complies with current legislative requirements.*(please delete as appropriate)* |
| **B-5 Economic and financial standing****Are you able to provide a copy of your audited accounts for the last two years, if requested?** | **Yes** – we can provide a copy of our audited accounts**No – but we can provide one of the following****a) A statement of the turnover, Profit and Loss Account/Income Statement, Balance Sheet/Statement of Financial Position and Statement of Cash Flow for the most recent year of trading for this organisation.****(b) A statement of the cash flow forecast for the current year and a bank letter outlining the current cash and credit position.****(c) Alternative means of demonstrating financial status if any of the above are not available (e.g. forecast of turnover for the current year and a statement of funding provided by the owners and/or the bank, charity accruals accounts or an alternative means of demonstrating financial status).***(please delete as appropriate)* |
| **B-6** **Please complete the attached Information Security Questionnaire** | **Yes** – we have completed the attached Information Security Questionnaire**No** – we have chosen not to complete the attached Information Security Questionnaire*(please delete as appropriate)* |
| **B-7** **Please provide a copy of your Business Continuity Plan** | **Yes** – we have a Business Continuity plan and have attached it with our submission**No** – we do not have a Business Continuity plan however we do have some Business Continuity arrangements and have provided these details within the proposal**No** – we do not have a Business Continuity plan nor do we have any Business Continuity arrangements*(please delete as appropriate)* |
| **B-8** **Are you prepared to sign a Data Processing Agreement (DPA)** | **Yes** – we will sign a **Data Processing Agreement (DPA)****No** – we will not sign a **Data Processing Agreement (DPA)***(please delete as appropriate)* |

## QUALITY QUESTIONS

Please provide a response to the following quality questions, which may be scored:

|  |  |
| --- | --- |
| ****Question**** | Weighting (%) |
| **C-1****Please provide a proposal that demonstrates your understanding of the specification in Section 2 and how you would achieve this.****Please provide evidence of similar projects that you have undertaken which support your proposal.**  | 25 % |
| **Potential Provider Response** |
| *(please provide your response here)* |
| **C-2****a. Please outline your engagement and delivery methodology including all necessary timelines and key dates from contract award. This should include a description of professional services offered, those recommended for the completion of the project and the size of the team involved. Please include full details of the communications plans and how we will be updated throughout the project.****b. Please provide a detailed implementation plan detailing the steps you will take and the associated fixed number of days consultancy. Please provide this separately for each Stage of the project.** | 20 % |
| **Potential Provider Response** |
| *(please provide your response here)* |
| **C-3****Bromford is simultaneously procuring for a technology partner to provide state of the art e-learning services. Please detail how you would integrate your service with the technology partner, how you will effectively manage this relationship.** **Please support your response with evidence of working with a technology partner providing such services for a similar organisation to Bromford.** | 15 % |
| **Potential Provider Response** |
| *(please provide your response here)* |
| **C-4****Please demonstrate how your proposal will align to Bromford’s DNA detailed in the Specification..** | 5 % |
| **Potential Provider Response** |
| *(please provide your response here)* |
| **C-5****Please demonstrate how you will provide metrics and insight to measure engagement and behavioural change in our colleagues as part of your proposal.** | 10 % |
| **Potential Provider Response** |
| *(please provide your response here)* |

# PRICING

Please insert your proposed fixed price in the either the table below or via a spreadsheet and return as part of your response.

All prices shown should be exclusive of VAT and should be fully inclusive of all costs required to provide the goods/services/works.

The solution is to be delivered in three stages:

**Stage 1 Discovery and Design**

**Stage 2 Content creation**

**Stage 3 Measurement and reporting**

Progress into Stage 2 and 3 will be contingent on Bromford’s acceptance of the design and potential providers are required to split their fixed price for the delivery of the services into the three stages.

|  |  |  |  |
| --- | --- | --- | --- |
| Stage | Description of services included | Quantity | Price excluding VAT (£) |
| Stage 1 Discovery and Design  |  |  |  |
| Stage 2 Content creation  |  |  |  |
| Stage 3 Measurement and reporting |  |  |  |
|  | Total Price (£): |  |  |

# DECLARATION

|  |  |
| --- | --- |
| **Name of Potential Provider** |  |
| **Address** |  |

I, the undersigned, hereby declare on behalf of the above organisation:

1. that the information provided is complete and accurate in all respects at the time of submission;
2. that it has undertaken its own investigations and research and has satisfied itself in respect of all matters (whether actual or contingent) relating to the submission;
3. that the price in Section 4 is our best offer;
4. that no collusion with other organisations has taken place in order to fix the price;
5. that it has full power and authority to enter into the Contract under the terms and conditions set out in Conditions of Contract identified in Appendix 1;
6. that it is of sound financial standing and has sufficient working capital, skilled staff, other equipment and other resources available to it to comply with the obligations it will undertake under the Contract;
7. that no works/goods/supplies/services will be delivered or undertaken until both parties have executed the formal contract documentation as identified in Appendix 1 and a purchase order has been provided by Bromford.

|  |  |
| --- | --- |
| **Name** |  |
| **Position Held** |  |
| **Signature** |  |
| **Date** |  |

1. CONDITIONS OF CONTRACT

The attached Bromford Terms and Conditions for Consultancy will apply to this contract.