

**TORBAY COUNCIL**

**Part 4 Award Questionnaire**

**Contract Reference**

**TCORP1920**

**Contract Title**

**Occupational Health Services**

**Maximum Period of Contract**

**4 years**

**Return Date**

**Monday 30 November 2020**

**Return Time**

**No later than 12:00 Noon**

**Return To**

**[www.supplyingthesouthwest.org.uk](http://www.supplyingthesouthwest.org.uk)  
(ProContract)**

**Applicant Name**

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# Contact Details

Applicants are required to provide details of the organisation contact to whom the outcome letter should be addressed.

If this section is not completed the letter will be addressed to the contact named when the Framework was set up or, where the Authority did not set up the Framework, to the portal contact for this further competition.

Contact Name:	
Name of Organisation:	
Role in Organisation:	
Phone Number:	
Email Address:	
Signature (electronic is acceptable):	
Date	

# 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	<p>Please confirm that you have included your ICO Registration Number and expiry date below.</p> <p><b>Minimum Requirement:</b> That the applicant answers Yes to all of the above requirements.</p>	Yes/No
<b>Comments:</b>		
2	<p>Please confirm that you have provided a copy of your Data Protection Policy with your Tender submission.</p> <p><b>Minimum Requirement:</b> That the applicant answers Yes to all of the above requirements.</p>	Yes/No
<b>Comments:</b>		
3	<p>Please confirm that you have provided a copy of your Information Security Policy with your Tender submission.</p> <p><b>Minimum Requirement:</b> That the applicant answers Yes to all of the above requirements.</p>	Yes/No
<b>Comments:</b>		
4	<p>Please confirm that you have provided a copy of your Data Breach/Incident Management Policy with your Tender submission.</p> <p><b>Minimum Requirement:</b> That the applicant answers Yes to all of the above requirements.</p>	Yes/No
<b>Comments:</b>		
5	<p>Please confirm that you have provided a copy of your Information Rights Policy or any policy which demonstrates</p>	Yes/No

	<p>how you comply with data subject right requests under GDPR, with your Tender submission.</p> <p><b>Minimum Requirement:</b> That the applicant answers Yes to all of the above requirements.</p>	
<b>Comments:</b>		
6	<p>If your organisation is offering a Cloud-based service, please confirm that you have completed the attached Appendix B – CESG Cloud Information Security Questionnaire and submitted this as part of your Tender response.</p> <p>Do any proposed IT suite(s) meet the requirements that they must be:</p> <ul style="list-style-type: none"> <li>• fully developed;</li> <li>• a web-based software application;</li> <li>• Fully operational and currently used in a live environment;</li> <li>• hosted; and</li> <li>• kept fully functional with all supported versions of third party components, systems etc, for example databases, operating systems including mobile devices, report tools, browsers or any other products?</li> </ul> <p><b>Minimum Requirement:</b> In order to achieve a pass for this questions, Applicants who are offering a Cloud-based service are required to meet all of the requirements within the Appendix B – CESG Cloud Information Security Questionnaire.</p>	Yes/No
<b>Comments:</b>		
7	<p>Please confirm if the Solution meets the requirement that all data must be encrypted in transit?</p> <p><b>Minimum Requirement:</b> That the applicant answers Yes to all of the above requirements.</p>	Yes/No
<b>Comments:</b>		
8	<p>Please confirm if the Solution meets the requirement that it must provide for the automatic recovery of application files, following a system break and the ability to automatically re-update files to the point of the break, without the necessity for</p>	Yes/No

	<p>manual re-keying of data by the users?</p> <p><b>Minimum Requirement:</b> That the applicant answers Yes to all of the above requirements.</p>	
9	<p>Please confirm if the Solution meets the requirement that it must be capable of supporting a secure connection mechanism, from the Authority's network to the hosted System?</p> <p><b>Minimum Requirement:</b> That the applicant answers Yes to all of the above requirements.</p>	Yes/No
<b>Comments:</b>		
10	<p>Please confirm that you meet the requirement that the Applicant must have a Service Level Agreement (SLA) for supplying comprehensive technical support of the proposed I.T. System, which must be submitted as part of their bid?</p> <p><b>Minimum Requirement:</b> That the applicant answers Yes to all of the above requirements.</p>	Yes/No
<b>Comments:</b>		
11	<p>Please confirm that you meet the requirement that the Applicant must have general security procedures in place? These should include adherence to recognised standards, for example ISO/IEC 27001 (proof of compliance to be made available upon request). Also, audits by a reputable third party (details of audits to be made available upon request).</p> <p><b>Minimum Requirement:</b> That the applicant answers Yes to all of the above requirements.</p>	Yes/No
<b>Comments:</b>		
12	<p>Please confirm that you meet the requirement that the Authority's data must not be transferred to a country or territory outside the UK?</p> <p><b>Minimum Requirement:</b> That the applicant answers Yes to all of the above requirements.</p>	Yes/No
<b>Comments:</b>		
13	<p>Please confirm that you meet the requirement that the</p>	Yes/No

	<p>Solution must provide an availability level of 99.5%, measured over a calendar month: within normal working hours?</p> <p><b>Minimum Requirement:</b> That the applicant answers Yes to all of the above requirements.</p>	
<b>Comments:</b>		
14	<p>Please confirm that you meet the requirement that the Applicant must have technical and procedural security measures in place to prevent:</p> <ul style="list-style-type: none"> <li>• unauthorised or unlawful processing of personal data;</li> <li>• accidental loss or destruction of or damage to personal data?</li> </ul> <p><b>Minimum Requirement:</b> That the applicant answers Yes to all of the above requirements.</p>	Yes/No
<b>Comments:</b>		
15	<p>Please confirm that you meet the requirement that access to the Authority's dataset must be limited to the Authority and approved personnel from the organisation?</p> <p><b>Minimum Requirement:</b> That the applicant answers Yes to all of the above requirements.</p>	Yes/No
<b>Comments:</b>		
16	<p><b>Contract Management:</b></p> <p>As Part 2 Specification for Core Council, please confirm that you agree to a <u>bi-weekly call</u> between the Service Provider Account Manager and the Authority Contract Manager and the sharing of an Actions Log to ensure any issues raised with the running of the Contract are resolved in a timely and effective manner, agreeable to both parties.</p> <p>Also, as Part 2 Specification for SWISCo, please confirm that you agree to a <u>monthly call</u> between the Service Provider Account Manager and the Authority Contract Manager and the sharing of an Actions Log to ensure any issues raised with the running of the Contract are resolved in a timely and effective manner, agreeable to both parties.</p> <p><b>Minimum Requirement:</b> That the applicant answers Yes to all of the above requirements.</p>	Yes/No

<b>Comments:</b>		
<b>17</b>	<p><b>Invoicing:</b></p> <p>Please confirm that you agree to the additional requirements, outlined within Section 6.1 Invoicing of both Part 2 Core Council and SWISCo Specifications</p> <p><b>Minimum Requirement:</b> That the applicant answers Yes to all of the above requirements.</p>	<b>Yes/No</b>
<b>Comments:</b>		
<b>18</b>	<p><b>Health &amp; Safety:</b></p> <p>Please confirm that you are fully compliant with all of the Health and Safety Requirements at sections 5 of Part 2 Specification (for both Core Council and SWISCo requirements)?</p>	<b>Yes/No</b>
<b>Comments:</b>		
<b>19</b>	<p><b>Health &amp; Safety:</b></p> <p>Do you hold a certificate of compliance with ISO 45001 or BS OHSAS 18001 (or equivalent) issued by a Conformity Assessment Body accredited to provide conformity assessment services to that standard, e.g. accredited by UKAS?</p> <p>Please provide a copy of your certification if you hold any.</p> <p><b>Minimum Requirement:</b> That the applicant answers Yes to all of the above requirements.</p>	<b>Yes/No</b>
<b>Comments:</b>		
<b>20</b>	<p><b>Health &amp; Safety:</b></p> <p>Please confirm if you are able to show that you have a general policy and an organisation which is responsible for ensuring effective occupational health and safety (OH&amp;S)?</p> <p>Please provide a copy of your policy.</p> <p><b>Minimum Requirement:</b> <i>Evidence of periodically reviewed general H&amp;S policy, signed, and dated by a senior person within the organisation. The H&amp;S policy should also contain the organisation and arrangements. These should be relevant</i></p>	<b>Yes/No</b>

	<i>to the provision of occupational health services and set out responsibilities for H&amp;S management at all levels in the organisation.</i>	
<b>Comments:</b>		
<b>21</b>	<p><b>Environmental Management:</b></p> <p>Do you hold a certificate of compliance with ISO 14001 (or equivalent) issued by a Conformity Assessment Body accredited to provide conformity assessment services to that standard, e.g. accredited by UKAS?</p> <p>Please provide a copy of your certification if you hold one</p> <p><b>Minimum Requirement:</b> That the applicant answers Yes to all of the above requirements.</p>	<b>Yes/No</b>
<b>Comments:</b>		
<b>22</b>	<p><b>Environmental Management:</b></p> <p>Please confirm if you are able to show that you have a general policy and an organisation which is responsible for ensuring effective environmental management?</p> <p>Please provide a copy of your policy</p> <p><b>Minimum Requirement:</b> <i>Evidence of periodically reviewed general Environment policy, signed, and dated by a senior person within the organisation. The Environmental policy should also contain the organisation and arrangements. These should be relevant to the provision of occupational health services and set out responsibilities for environmental management at all levels in the organisation.</i></p>	<b>Yes/No</b>
<b>Comments:</b>		

## 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 Statements	% Score / Weighting
1	<p><b>Customer Service Method Statement</b></p> <p>Please demonstrate your understanding of customer service giving real life examples of dealing with customers, external to your Organisation. Please provide evidence of the following rules to deliver customer service:</p> <ul style="list-style-type: none"> <li>• During routine delivery of customer service</li> <li>• During a busy time in your Organisation</li> <li>• During a quiet time in your Organisation</li> <li>• When people, systems or resources have let you down</li> <li>• During the current Covid-19 crisis</li> </ul> <p><b>Word Limit: 1500 Arial size 12 font</b></p>	<b>8%</b>
<b>Response:</b>		
2	<p><b>Complaints Method Statement</b></p> <p>Complaints do happen and a Service Provider should have appropriate processes in place to handle them. Please demonstrate how you deal with a complaint when a Client raises an issue and how you investigate and respond. Please include actions you would take when there have been lengthy delays in resolving a particular issue.</p> <p><b>Word Limit: 1000 Arial size 12 font</b></p>	<b>6%</b>
<b>Response:</b>		
3	<p><b>Data Protection Method Statement</b></p>	<b>4%</b>

	<p>Please set out how you comply with the following aspects of Data Protection legislation:</p> <ul style="list-style-type: none"> <li>• Details of your Data Protection Officer and their responsibilities</li> <li>• Details of your data retention policy</li> <li>• Details of staff training in relation to data protection and information security</li> <li>• Details regarding your records of processing activities and how often these are reviewed.</li> <li>• Details of how your systems enable you to comply with data subject rights such as the right of subject access, right to be forgotten and right to rectification.</li> </ul> <p><b>Word limit: 1000 Arial size 12 font</b></p>	
<b>Response:</b>		
4	<p><b>IT Method Statement</b></p> <p>Please describe the security measures you have adopted when developing, implementing, and supporting the system.</p> <p>As a minimum your response should fully address the following:</p> <ol style="list-style-type: none"> <li>a) Security Policies, Procedures, Protocols and Security Standards utilised (e.g. ISO/IEC 27001).</li> <li>b) How all information provided by the organisation is accessible only through secure network links.</li> <li>c) 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.</li> <li>d) Details of the security controls in place to keep the Authority’s data separate from your organisation’s other client data and accessed by only authorised members of your personnel.</li> <li>e) 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. TLS).</li> </ol> <p><b>Word limit: 1000 Arial size 12 font appendices permitted</b></p>	<b>8%</b>

<b>Response:</b>		
	<b>The following Method Statements are specific for SWISCo requirements:</b>	
<b>5</b>	<p><b>Health and Safety – Risk Assessment Method Statement (SWISCo)</b></p> <p>Please provide details and methods you employ, to operate a process of risk assessment, capable of supporting safe systems of work?</p> <p>As a minimum your response should fully address the following:</p> <ul style="list-style-type: none"> <li>• Evidence that your organisation implements procedures for carrying out relevant risk assessments</li> <li>• Evidence for developing and implementing safe systems of work appropriate to the provision of OH services.</li> <li>• Please provide examples, which must include: the identification and control of any significant occupational health (not just safety) issues.</li> </ul> <p><b>Word limit: 1000 Arial size 12 font appendices permitted</b></p>	<b>7%</b>
<b>Response:</b>		
<b>6</b>	<p><b>Health and Safety – Covid-19 Risk Assessment Method Statement (SWISCo)</b></p> <p>Please provide details and methods you employ to undertake risk assessments for the control of COVID-19?</p> <p>As a minimum your response should fully address the following:</p> <ul style="list-style-type: none"> <li>• The provision of indicative examples, which must include: the identification and control of measures for staff using third party premises to carry out OH assessments and health surveillance.</li> </ul> <p><b>Word limit: 1000 Arial size 12 font appendices permitted</b></p>	<b>7%</b>
<b>Response:</b>		

## Section C. Technical Questions

Applicants are required to submit their responses to the following Technical Questions. They should be drafted in such a manner 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, if 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.

Technical Question Number	Technical Question – Questions 1 to 3 are specific for SWISCo requirements:	% Score/ Weighting
1	<p><b>Health and Safety - Incidents</b></p> <p>Do you have arrangements for ensuring that your H&amp;S measures are effective in reducing/ preventing work-related incidents, occupational ill-health, and accidents?</p> <p>Please provide details of the arrangements for H&amp;S management that are relevant to the provision of occupational health services, and how these arrangements are communicated to your teams.</p> <p><b>Word limit: 1000 Arial size 12 font appendices permitted</b></p>	5%
<b>Response:</b>		
2	<p><b>Health and Safety – Safety &amp; Technical Competencies</b></p> <p>Do you have a process for providing your employees/other workforce with training and other information appropriate to the provision of occupational health services?</p> <p>Evidence that your organisation implements relevant training arrangements to ensure that employees/other workforce have sufficient skills and understanding to discharge their various duties. This should include refresher training on relevant good H&amp;S practice.</p> <p><b>Word limit: 1000 Arial size 12 font appendices permitted</b></p>	5%
<b>Response:</b>		

3	<p><b>Occupational Health &amp; Wellbeing – Education &amp; support</b></p> <p>Do you have programmes to support your clients in improving and enhancing the occupational health and wellbeing of their staff, particularly those engaged with tasks where lifting, twisting and wear on the musculoskeletal system are prevalent?</p> <p>Please provide details of how you would be able to provide value added services to promote occupational health and wellbeing initiatives and programmes in this area?</p> <p><b>Word limit: 1000 Arial size 12 font appendices permitted</b></p>	5%
<b>Response:</b>		
4	<p><b>Added Value:</b></p> <p>As outlined within 7.4.2 of both Part 2 Specifications for Torbay Council and SWISCo please detail any additional products or services that your Organisation may be able to offer as part of this Contract or any other added value that your submission offer might be able to bring to the Authority.</p> <p><b>Word limit: 500 Arial size 12 font</b></p>	2%
<b>Response:</b>		
5	<p><b>Social Value:</b></p> <p>With reference to the previous Technical Question 4, please detail any added Social Value that your submission offer might be able to bring to the Authority’s Contract. Applicants should take into account the key areas detailed at section 7.2 of Part 2 Specifications for both Core Council and SWISCo, in formulating their response.</p> <p><b>Word limit: 500 Arial size 12 font</b></p>	3%
<b>Response:</b>		