Part 4 Award Questionnaire

Contract Reference
TCOS3118
Contract Title
Health and Safety Management System
Maximum Period of Contract
Initial Term of 5 + 5 Years
Annual Maintenance + Hosting on a Rolling 12 Month Basis
Return Date
Tuesday 12 March 2019
Return Time
12:00 Noon
Return To
www.supplyingthesouthwest.org.uk
Applicant Name

Contents

Stage Two – Award

Section A.   Pass / Fail Criteria

The questions within this section shall be assessed on the basis of pass or fail. The Authority's minimum requirements to achieve a Pass are contained within each Question.

Question Number	Questions	Response
1	You must confirm that you can meet all of the Mandatory Requirements specified within Section 2 of Part 2 Specification. **The Authority's Minimum Requirement is for the Applicant to meet all of the Mandatory Requirements for the whole term of the Contract. Comments should only be used when an Applicant feels that specific requirement(s) are not appropriate to their submission.**	**Yes/No**
Comments:		
2	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 submit this as part of your Tender response. **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 1 – CESG Cloud Information Security Questionnaire. Where an Applicant is not offering a Cloud-based service they should select "N/A", which will constitute a pass.**	**Yes/No/N/A**

Section B.   Method Statements

Applicants are required to submit Method Statements within this main document, in Word format. 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.

Please note: Appendices containing supporting information may be submitted where stated, provided that they are clearly referenced in the question to which they relate.

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.	**HSG65 Compliance** Applicants are to explain how their proposed system will enable the Authority to demonstrate compliance with the principles of HSG65 (Managing for Health and Safety). The Applicant's response should include but not be limited to: • understanding of HSG65 • trend analysis and • Health and Safety performance. **Word Limit** 2 sides of A4 (Arial 12)	**10%**
Response:		

2.	**Training**	
	Applicants are to provide details of the training required for the implementation of the software solution.	
	The Applicant's response should include but not be limited to:	**5%**
	• anticipated numbers of users to be trained to administer the system	
	• facilities and on site resources that will be required from the Authority for training at Torbay Council offices; and	
	• the duration of training.	
	Word Limit 2 sides of A4 (Arial 12).	

Response:

3.	**Implementation and Support**	
	Applicants are to provide information on how the System will be initially implemented and then supported during the term of the Contract with the Authority.	
	Areas to be covered must include but are not limited to:	
	a) A clear overview of each component of the system (e.g. modules, Apps, etc.) and how it is licensed (e.g. site wide, named user, concurrent user) so the Authority knows exactly what it needs to purchase in order to meet the functionality required, including external users. Ideally to include an infrastructure diagram showing how the components are interconnected;	**5%**
	b) A high level plan which describes how the System will be implemented for the Authority and a description of the tasks involved and the time and resources needed;	
	c) Details of the system "Roadmap", i.e. a plan of future changes and enhancements, which should span at least 12 months in the future;	
	d) Details of the Service Level Agreement (SLA) for supplying comprehensive technical support for the system. The SLA needs to cover method(s) of incident reporting, incident categorisation, response times, methods of support, out of hours support, escalation	

	processes, volume of use restrictions and any occasions where additional costs would be applicable;	
	e) Details as to the frequency of changes to the software (Releases/versions, and patches) as well as details of the circumstances in which new Releases will be charged for (if any). Also details on the extent to which previous and alternative versions of the system are supported and the level of control the Authority will have in terms of the timing of the installation of patches and new releases;	
	f) A list of the mobile devices supported by the system;	
	g) Details of the policy for supporting new versions of Browsers as they are introduced, whilst still supporting older versions. Please illustrate your answer by listing the browsers and versions currently supported by the system; and	
	h) Details of the documentation provided – as a minimum, this should be a user manual and a database schema, in hard copy or electronic format. **Word Limit** 3 sides of A4 (Arial 12). Appendices are permitted.	
Response:		
4	**Hosting** Applicants are to describe the Hosting services provided. Areas to be covered must include but are not limited to: a) Details of the Service Level Agreement (SLA) for the hosting of the System. As a minimum the SLA needs to cover Back-Ups, System Restore, Integration with other systems, System availability/reliability, Service Credits, Turnaround time for Live to Test/Training environment refreshes (the Authority's requirement is within 2 working days), Turnaround time for changes in access rights to data or services (the Authority's requirement is within 2 working days), Loading of Software Patches and Upgrades (including Patches and Upgrades to Operating Systems and Third Party components), Details of where	**5%**

	data backups will be held and what physical and electronic security will be used to secure them, equipment audits by a reputable third party (details of audits to be made available on request) and reaction to information on potential security breaches; b) Details of how the Authority will have free (of additional charge) access to its data for raw extraction. This can be supplied by any of the following: • By the Supplier providing full read access (not limited to standard working hours) to the authority's dataset for a limited number of individuals within the authority; or • Local replication; or • Remote replication to the Authority's site; c) Details of how the Supplier will supply the Authority with all of its production data (in a format and time to be specified), with an appropriate database schema, free of charge at the end of the contract period. **Word Limit** 3 sides of A4 (Arial 12). Appendices are permitted.	
Response:		
5	**Data Protection and Security** Applicants are to describe the data protection and security measures you have adopted when designing, developing, implementing and supporting the system. As a minimum your response should fully address the following: a) Infrastructure and Technology; b) Security Protocols, Security Standards utilised (e.g. ISO/IEC 27001); c) Any relevant data protection and information security policies and procedures; d) How all information provided by the organisation is accessible only through secure network links; e) Details of how the system links to Active Directory for Single Sign On; f) Details of the security controls in place to keep the Authority's data separate from your organisation's other	**5%**

	client data and also accessed by only authorised members of your personnel; g) 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). **Word Limit** 3 sides of A4 (Arial 12). Appendices are permitted	
Response:		

Section C. Technical Questions

Applicants are required to respond to the Technical Questions within this main document, in Word format. 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.

Please note: Appendices containing supporting information may be submitted where stated, provided that they are clearly referenced in the question to which they relate.

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

Question Number	Technical Question	% Score
1.	**Reports** Please detail the format and variety of reports that the system can run, including how these can be exported into the MS Office suite for the purpose of written reports to the Senior Leadership Team. **Word Limit** 1 side of A4 (Arial 12)	**7.5%**
Response:		
2.	**Performance Data** Please detail how performance data can be displayed within the user dashboard to include: • User customisation of the dashboard • Nature and limitation of the visual representation of relevant data; • Representation of trends from historical data to demonstrate performance **Word Limit** 1 side of A4 (Arial 12)	**5%**
Response:		

3.	**Managing Actions**	
	Please detail how the system assigns, tracks and performance manages actions to include:	**7.5%**
	- Actions relating to incident reports - Review dates for Risk Assessments - Expiry dates for time limited qualifications such as First Aid and Fork Lift Operator certification.	
	Word Limit 1 side of A4 (Arial 12)	
Response:		
4.	**Organisation Changes**	
	Please indicate how the system tracks and manages organisational structure changes. In particular:	**5%**
	- Changes in core H&S competency training requirements - Transfer of historical H&S data relating to employees - Effects on H&S performance data of merging/splitting teams.	
	Word Limit 1 side of A4 (Arial 12)	
Response:		
5.	**Penetration Testing**	
	Please detail and evidence (by supplying Policy documents, internal testing reports, external testing documents, etc., as attachments) how Penetration Testing of the System was undertaken during initial Development of the Software and is regularly undertaken as the software is updated.	**5%**
	Areas to be covered must include but are not limited to:	
	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. Please Note: Applicants may mask urls etc. in their documents if appropriate. **Word Limit** 2 sides of A4 (Arial 12). Appendices are permitted.	
Response:		