



## Part 4 Award Questionnaire

**Contract Reference**

**T01019ChS**

**Contract Title**

**Torbay Virtual School - Electronic Personal Education Plan System 2019**

**Maximum Period of Contract**

**4 years**

**Return Date**

**Wednesday 15 May 2019**

**Return Time**

**No later than 12:00 noon**

**Return To**

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

**Applicant Name**

# Contents

Stage Two - Award .....	3
Section A. Pass / Fail Criteria .....	3
Section B. Method Statements .....	8
Section C. Technical Questions.....	14

# 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>The Authority requires that the system must be:</p> <ul style="list-style-type: none"> <li>a) An established web-based software application;</li> <li>b) Fully developed;</li> <li>c) Fully operational and currently used in a live environment;</li> <li>d) Hosted;</li> <li>e) Secure; and</li> <li>f) 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>Please confirm that your organisation's proposed system is fully compliant with these requirements</p>	<b>Yes/No</b>
<b>Comments:</b>		
2	<p>Please confirm that your proposed solution will provide an availability level of ninety-nine point five percent (99.5%) measured over a calendar month, between the hours of 7am and 7pm, Monday to Friday, and will include a reporting function to provide proof of this availability.</p>	<b>Yes/No</b>
<b>Comments:</b>		
3	<p>Please confirm that your organisation has technical and procedural security measures in place to prevent:</p> <ul style="list-style-type: none"> <li>a) Unauthorised or unlawful processing of personal data (for example, by non-authorized members of personnel or other clients);</li> </ul>	<b>Yes/No</b>

	b) Accidental loss or destruction of or damage to personal data.	
<b>Comments:</b>		
<b>4</b>	Please confirm that your organisation will:  a) Ensure that any enforced format or layout requirements imposed meet at least AA standards in terms of Accessibility (or be working towards this);  b) Provide up-to-date documentation from the latest annual Penetration Testing undertaken by a reputable security vendor and provide evidence that any high priority items have been addressed.	<b>Yes/No</b>
<b>Comments:</b>		
<b>5</b>	Please confirm that all personal data will be supplied using (either) https (minimum level SSL3 or TLS 1.2 (preferred)).	<b>Yes/No</b>
<b>Comments:</b>		
<b>6</b>	Please confirm that access to the Authority's dataset will be limited to the Authority and approved personnel from your organisation.	<b>Yes/No</b>
<b>Comments:</b>		
<b>7</b>	Please confirm that your proposed solution will be capable of supporting a secure connection mechanism from the Authority's network to the hosted System.	<b>Yes/No</b>
<b>Comments:</b>		
<b>8</b>	Please confirm that you will provide an outline implementation plan which describes, if necessary, how the System will be implemented and deployed and a description of the tasks involved and resources needed. Please also confirm that if	<b>Yes/No</b>

	successfully awarded the Contract, your organisation will develop your outline plan into a full implementation plan?	
<b>Comments:</b>		
<b>9</b>	Please confirm that your proposed Solution is GDPR (General Data Protection Regulation) compliant, including complying with the information rights of data subjects and deletion of data according to appropriate retention schedules.	<b>Yes/No</b>
<b>Comments:</b>		
<b>10</b>	The successful Applicant must have general data protection and information security procedures in place. These should include adherence to recognised standards (e.g. ISO/IEC 27001), equipment audits by a reputable third party (details of audits to be made available upon request). Please confirm that you are fully compliant with these requirements.	<b>Yes/No</b>
<b>Comments:</b>		
<b>11</b>	Please confirm that your organisation has appropriate Disaster Recovery / Business Continuity procedures in place (i.e. how the Organisation plans to ensure its continued functioning and servicing for this Contract, after a major event, e.g. a flood or fire, which results in the loss of computers, telephones, premises etc.) Also to mitigate against day to day issues, e.g. cases of staff turnover, holiday periods, taking on new contracts, etc.	<b>Yes/No</b>
<b>Comments:</b>		
<b>12</b>	The successful Applicant must 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. If successfully awarded the Contract, please confirm that your organisation will fully comply with these requirements.	<b>Yes/No</b>
<b>Comments:</b>		

13	<p>The successful Applicant must have a Service Level Agreement (SLA) for the hosting of the System. As a minimum the SLA needs to cover:</p> <ul style="list-style-type: none"> <li>a) Back-Ups;</li> <li>b) System Restore;</li> <li>c) System availability/reliability;</li> <li>d) Loading of Software Patches and Upgrades (including Patches and Upgrades to Operating Systems and Third Party Components);</li> <li>e) Details of where data back-ups will be held and what physical and electronic security will be used to secure them.</li> <li>f) Equipment audits by a reputable third party (details of audits to be made available on request);</li> <li>g) Reaction to information on potential security breaches.</li> </ul> <p>Please confirm that your organisation is fully compliant with these requirements.</p>	Yes/No
<b>Comments:</b>		
14	Please confirm that you have a Support/Helpdesk facility to log issues with the System, operating during working hours, 09:00am – 5:00pm, Monday – Friday.	Yes/No
<b>Comments:</b>		
15	Please confirm that your proposed system will be available for access every school day of the 39 week term and that any maintenance/planned downtime is carried out on weekends or during school holidays.	Yes/No
<b>Comments:</b>		
16	Please confirm that all Torbay end users will be able to access the proposed system from anywhere, irrespective of having to install any additional software.	Yes/No

<b>Comments:</b>		
<b>17</b>	<p>The Authority's data must not be transferred to a country or territory outside the European Economic Area, unless that country or territory ensures an adequate level of protection for the rights and freedoms of data subjects in relation to the processing of personal data. The successful Applicant will be required to comply with any changes in data protection legislation put in place post Brexit.</p> <p>Please confirm that your organisation is fully compliant with these requirements.</p>	<b>Yes/No</b>
<b>Comments:</b>		
<b>18</b>	<p>Please confirm that you will complete and submit the attached Appendix C Information Security Questionnaire for Data Processors and Third Parties, as part of your Tender bids.</p> <p>This document will be evaluated by Torbay Council and it is a Mandatory requirement that this Questionnaire receives a Pass, in order for the remainder of the Applicant's Award submission to be evaluated.</p>	<b>Yes/No</b>
<b>Comments:</b>		
<b>19</b>	<p>The maximum Budget for this Contract is £60,000. This is to include the initial set up cost and all annual fees, including Licensing, Support and Hosting for the maximum Contract period of 4 years. Where the Applicant's proposed submitted price exceeds this figure (the maximum total budget available), the Applicant will be deemed to have failed the process in its entirety and their bid will not be evaluated further.</p> <p>Please confirm that your submitted Overall Total Contract Cost (within Part 5 Pricing) does not exceed this maximum Budget figure.</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 of detail to demonstrate that the stated outcomes will be deliverable, as defined within Part 2 Specification.

Responses must be relevant to the question and be appropriate in length. Supporting information may be submitted, provided that it is clearly 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.

Method Statement Number	Method Statement	% Score / Weighting
1	<p>Please evidence how your product is accessible for all levels of end user irrespective of their competence or capability with information technology systems. Your answer should include evidence relating to, but not exclusively:</p> <ul style="list-style-type: none"> <li>a) prevention of end user data loss e.g. auto save</li> <li>b) mandatory fields and how to set/amend them</li> <li>c) settings to ensure that users only complete fields which they are authorised to update</li> <li>d) warning or confirmation prompts to prevent errors</li> <li>e) does your system allow for Torbay Council user 'Admin' access, and if so, what type of tasks and changes can this role undertake e.g. setting up new users, resetting passwords, creating/editing new schools, creating report templates</li> </ul> <p><b>Word Limit:</b></p> <p><b>Maximum 2 pages of A4, Arial font 12</b></p>	<b>5%</b>
<b>Response:</b>		



<p><b>2</b></p>	<p>Please describe your Organisation's Support/Helpdesk facility. As a minimum your response should address the following:</p> <ul style="list-style-type: none"> <li>a) Access methods;</li> <li>b) Times of availability;</li> <li>c) Prioritisation of incidents;</li> <li>d) Response times.</li> </ul> <p><b>Word Limit:</b></p> <p><b>Maximum 1 page of A4, Arial font 12. Appendices permitted but must be clearly referenced and specific to the question.</b></p>	<p><b>5%</b></p>
<p><b>Response:</b></p>		
<p><b>3</b></p>	<ul style="list-style-type: none"> <li>a) Please describe how your organisation will continue to function and meet its obligations under this Contract after a <u>major event</u>. As a minimum please submit your organisation's Business Continuity and Disaster Recovery Plans and provide any additional commentary to evidence the effectiveness of your plans. This should make reference to staffing continuity as well as physical premises.</li> <li>b) Please describe what <u>day to day</u> processes you have in place to ensure that there is continuity of service when you are running a contract, for example in cases of staff turnover, holiday periods, taking on new contracts etc.</li> </ul> <p><b>Word Limit:</b></p> <p><b>Maximum 2 pages of A4, Arial font 12. Appendices permitted but must be clearly referenced and specific to the question.</b></p>	<p><b>5%</b></p>
<p><b>Response:</b></p>		

<p><b>4</b></p>	<p>Please provide details of the type of reports that can be generated by your system. Your answer should include evidence relating to, but not exclusively:</p> <ul style="list-style-type: none"> <li>a) Which and how many data fields can be reported against in a report?</li> <li>b) Which users are able to create reports?</li> <li>c) Can new report templates be created by any type of user e.g. system admin?</li> <li>d) How easily can data ranges be manipulated to create bespoke reports, i.e. is there flexibility enough to create, for example, a specific report showing Attainment of Year 4 pupils with SEN who attend out of area schools?</li> <li>e) What level of financial detail can be reported on e.g. Pupil Premium plus spend by time/pupil/school/intervention? Can reports show trends in financial spending?</li> <li>f) What format do reports take and can they be downloaded e.g. to Excel?</li> <li>g) Can a date-filtered report or ‘dashboard’ of submitted targets be created, which allows direct access to the target for payment authorisation by the Virtual School Head?</li> <li>h) Provide examples of how other users of your system have used reports for Ofsted monitoring purposes.</li> </ul> <p><b>Word Limit:</b></p> <p><b>Maximum 2 pages of A4, Arial font 12. Appendices permitted but must be clearly referenced and specific to the question.</b></p>	<p><b>10%</b></p>
<p><b>Response:</b></p>		
<p><b>5</b></p>	<p>Please describe the data protection and security measures you have adopted when designing, developing, implementing and supporting the system.</p>	<p><b>10%</b></p>

As a minimum your response should fully address the following:

- Security Protocols, Security Standards utilised (e.g. ISO/IEC 27001);
- Any relevant data protection and information security policies and procedures (including details of how you review and update your policies for processing data on behalf of your data controllers);
- Your processes for detecting and communicating data breaches;
- How the system complies with the information rights of data subjects including right of subject access, right to be forgotten and right to rectification;
- How data can be deleted en-masse and automatically, according to the appropriate retention schedules;
- 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.
- 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).
- How all information provided by the organisation is accessible only through secure network links.

**Word Limit:**

**Maximum 3 pages of A4, Arial font 12. Appendices permitted but must be clearly referenced and specific to the question.**

**Response:**

<p><b>6</b></p>	<p>Please provide details of the tasks involved, resources required and timescales for delivery to set up your system for Torbay, and the input required by you and the Authority. This could be formalised as a draft Implementation Plan, which could include:</p> <ul style="list-style-type: none"> <li>• Configuration/set up, including the “branding” of web pages, pre-population of Job Descriptions;</li> <li>• User Acceptance Testing;</li> <li>• Any barriers, issues or risks you have identified and your proposals to address or mitigate them;</li> <li>• Training for all types of user.</li> </ul> <p>Please also give examples of how you have maintained continuity of service when renewing existing contracts.</p> <p><b>Word Limit:</b></p> <p><b>Maximum 2 pages of A4, Arial font 12. Appendices permitted but must be clearly referenced and specific to the question.</b></p>	<p style="text-align: center;"><b>5%</b></p>
<p><b>Response:</b></p>		
<p><b>7</b></p>	<p>Applicants are required to detail and evidence (by supplying Policy documents, internal testing reports, external testing documents, etc.) how Penetration Testing of the software is regularly undertaken as the software is updated.</p> <p>Areas to be covered must include but are not limited to:</p> <ol style="list-style-type: none"> <li>a) Who carries out the testing;</li> <li>b) How often testing is undertaken;</li> <li>c) How the Applicant ensures high priority items are addressed promptly;</li> <li>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.</li> </ol> <p>Please Note: Applicants may mask urls etc. in their documents if appropriate.</p> <p><b>Word Limit</b></p>	<p style="text-align: center;"><b>5%</b></p>

	<p><b>Maximum 1 page of A4, Arial font 12. Appendices permitted but must be clearly referenced and specific to the question.</b></p>	
<p><b>Response:</b></p>		
<p><b>8</b></p>	<p>Please explain how you work closely with Virtual Schools to ensure that your system is relevant, innovative, up-to-date and end-user focused. For example:</p> <ul style="list-style-type: none"> <li>a) How does collaboration with Virtual Schools lead to innovations in the design and functionality of the system and what changes or updates are driven by user feedback and/or national forums and legislative changes?</li> <li>b) How does the system include flexibility to support the expanding responsibility of Virtual Schools?</li> <li>c) How do you respond to user feedback, including young people?</li> <li>d) What evidence can you provide of feedback from Ofsted that shows how your system has positively supported the inspection process for Local Authorities you work with?</li> </ul> <p>Your response should be supported by relevant case studies as necessary.</p> <p><b>Word Limit:</b></p> <p><b>Maximum 2 pages of A4, Arial font 12. Appendices permitted but must be clearly referenced and specific to the question.</b></p>	<p><b>10%</b></p>
<p><b>Response:</b></p>		

## Section C. Technical Questions

Applicants are required to submit their response to the following Technical Question. 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 of detail to demonstrate that the stated outcomes will be deliverable, as defined within Part 2 Specification.

Responses must be relevant to the question and be appropriate in length. Supporting information may be submitted, provided that it is clearly 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 / Weighting
1	<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 4.13 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 4.13 of Part 2 Specification.</p> <p><b>Word Limit:</b></p> <p><b>Maximum 1 page of A4, Arial font 12. Appendices permitted but must be clearly referenced and specific to the question.</b></p>	5%
<b>Response:</b>		
2	<p>Please explain how core data is added to the system and what functionality is in place to ensure that information only has to be entered once.</p> <p><b>Word Limit:</b></p> <p><b>Maximum 1 page of A4, Arial font 12.</b></p>	5%
<b>Response:</b>		
3	<p>Please provide details about how your system allows for end user customisation. As examples, your response might include, but is not be limited to:</p>	10%

	<ul style="list-style-type: none"> <li>• Can Torbay Council User Admin add or remove fields in the PEP form?</li> <li>• Can Young Person questions be changed? Can this be done by Torbay Council User Admin?</li> <li>• Is the system a one-size-fits-all across Virtual Schools, or do different Authorities have their own configuration?</li> <li>• Are new system updates obligatory or are there opt ins/opt outs?</li> <li>• Can reports and/or dashboard options be changed as per user need? Can this be done by Torbay Council User Admin?</li> <li>• Can Torbay Council User Admin create new job roles and permissions?</li> </ul> <p>Your response can be supported by relevant case studies if you wish.</p> <p><b>Word Limit:</b></p> <p><b>Maximum 2 pages of A4, Arial font 12. Appendices permitted but must be clearly referenced and specific to the question.</b></p>	
<p><b>Response:</b></p>		