

 Cardinal Square

Nottingham Road

Derby

DE1 3QT

Tel: 01332 888023

14th June 2018

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|  Request for Proposal  |  |  |

**Request for Proposal: IT Services – Business Continuity Writer**

**Reference number: AGEMCSU/TRANS/18/525**

I am writing to you on behalf of NHS Arden and GEM CSU. We currently have a requirement for an IT Business Continuity Writer, details of which are set out within the Appendix A of this RFP.

If you are interested in quoting for this requirement, please email your response to Mark Didcock (mark.didcock@nhs.net) no later than 12 noon on Friday 22nd June 2018, setting out how your organisation meets the evaluation criteria contained within Appendix A of this RFP.

Your response must be valid for acceptance for 90 days from the deadline for receipt of quotations. Your response constitutes an offer and if the Authority accepts that offer then a legally binding contract will exist between us.

Respondents accept that the Authority is subject to the Freedom of Information Act and government transparency obligations which may require the Authority to disclose information received from you to third parties.

This letter and your response do not give rise to any contractual obligation or liability unless and until such time as the Authority issues a letter referencing this Request for a Proposal accepting your Proposal. The Authority does not make any commitment to purchase and shall have no liability for your costs in responding to this Request for a Proposal.

If you have any queries or questions regarding this request for proposal please email Mark Didcock (mark.didcock@nhs.net).

Yours sincerely

Mark Didcock

Senior Transactional Procurement Officer**Appendix A – Service Specification**

**IT Services – Business Continuity Writer**

IT Services needs to update/produce a new disaster recovery plan as this is out of date and not fit for purpose. The department is increasing the footprint geographically and there is a need to review/include client requirements within a disaster situation. This is a very important document as the Service has to be familiar with such documentation and able to apply this when faced with a major disaster.

IT Services would like to procure a business continuity technical writer for a period of two months to review the disaster recovery plan to improve the above findings with an immediate start date due to the urgency for the work to be completed.

**Requirements**

The writer should be able to produce documents with clear language have good structure and presentation to help the reader find and understand the information. It should be clear and use terminology which readers use from a technical and non-technical environment.

The scope of the work is:

* To review and have an up to date disaster recovery plan for AGEM IT Services
* To have a cyber incident response plan
* To have a pack of all documentation which relate to disaster recovery
* To have a simulation “walk through” of the DR documentation

IT Services are already going through a procurement exercise for a technical writer to review top level IT policies and this contract may require linking to make sure our documentation style as identified above is kept in line.

**Process**

The writer will review specific documentation relating to business continuity/disaster recovery within the IT environment and apply the agreed content. The documents will be used for all IT Service staff and it is expected the plan will be used in table top exercises internally and probably externally. The document could also be used as evidence based for internal and external audits. It is anticipated this document will be circulated across IT Services and the writer should include a training process/materials on best methods to gain positive responses from staff so they are fully briefed about the plan and how they should use the document when faced with a major disaster. The writer will adhere to confidentiality with the content of the document.

**Appendix B – Evaluation Criteria**

Bidders must respond in writing setting out how your organisation meets the following evaluation criteria.

**Marking Criteria - Written submissions will be assessed as follows**

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| **Criteria** | **Weighting** |
| 1. Your understanding of our requirements
 | 20% |
| 1. Your proposed team and their specific experience relative to the required services
 | 20% |
| 1. Please describe your experience of providing IT Services Business Continuity Writer services
 | 20% |
| 1. Provision of 2 references
 | Pass/Fail |
| 1. Proposed Costs for the delivery of the service
 | 40% |

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| **Quality** | **60%** |
| The quality section has been assigned a weighting of 60%.  There are 3 quality criteria (questions 1-3) which have each has been assigned a sub-weighting and will be scored on the basis of the 0-5 table below.For example Question (1) has been assigned a weighting of 20%.  A bidder scoring the 5 would be awarded the full 20% a supplier scoring 4 will be awarded 16% and so on.   Any bidder scoring less than 60% of the overall quality score will be classed as non-compliant excluded from further consideration and will not have their financial submission evaluated.Please note that Question 4, References, will be scored on a Pass/Fail basis i.e. any bidder who cannot provide 2 relevant and satisfactory references without an acceptable supporting rationale will be exclude from further consideration. |
| **Price** | **40%** |
| Criteria – Scored Questions:  pricing evaluationTender prices will be scored on a comparative basis, with the lowest compliant Tender (excluding any Tenders that NHS Arden & GEM CSU rejects as being abnormally low or non-compliant) receiving 100% of the available marks (40% following weighting).  All other Tenders will be compared against that lowest Tender using the formula: (A / B) x 40A = price of lowest compliant TenderB = price of the Tender being If it appears to NHS Arden & GEM CSU that any Tender may be abnormally low then NHS Arden & GEM CSU may ask the Bidder to explain its price or costs.  If following the Bidder's explanations NHS Arden & GEM CSU is not satisfied with the Bidder's account for the low level of price or cost in the Tender, NHS Arden & GEM CSU may treat the Tender as non-compliant and reject it. |

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| **Assessment** | **Score** | **Interpretation** |
| **Excellent** | **5** | **Exceeds the requirement.**  Exceptional demonstration by the Bidder of the relevant ability, understanding, experience, skills, resource & quality measures required to provide the supplies / services. Response identifies factors that will offer potential added value, with evidence to support the response. |
| **Good** | **4** | **Satisfies the requirement with minor additional benefits.**  Above average demonstration by the Bidder of the relevant ability, understanding, experience, skills, resource & quality measures required to provide the supplies / services. Response identifies factors that will offer potential added value, with evidence to support the response. |
| **Acceptable** | **3** | **Satisfies the requirement.**  Demonstration by the Bidder of the relevant ability, understanding, experience, skills, resource & quality measures required to provide the supplies / services, with evidence to support the response. |
| **Minor Reservations** | **2** | **Satisfies the requirement with minor reservations.**  Some minor reservations of the Bidder’s relevant ability, understanding, experience, skills, resource & quality measures required to provide the supplies / services, with little or no evidence to support the response. |
| **Serious Reservations** | **1** | **Satisfies the requirement with major reservations**.  Considerable reservations of the Bidder’s relevant ability, understanding, experience, skills, resource & quality measures required to provide the supplies / services, with little or no evidence to support the response. |
| **Unacceptable** | **0** | **Does not meet the requirement.**  Does not comply and/or insufficient information provided to demonstrate that the Bidder has the ability, understanding, experience, skills, resource & quality measures required to provide the supplies / services, with little or no evidence to support the response. |

**Appendix C – Tender Response Template**

Please complete the questions below setting out how your organisation meets the evaluation criteria set out within Appendix B

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| **Criteria Reference** |
| 1. Your understanding of our requirements
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| Please include your response here (expand as required) |
| 1. Your proposed team and their specific experience relative to the required services
 |
| Please include your response here (expand as required) |
| 1. Please describe your experience of providing IT Services Business Continuity Writer services
 |
| Please include your response here (expand as required) |
| 1. Provision of 2 references
 |
| Please include your response here (expand as required) |
| 1. Proposed Costs for the delivery of the service
 |
| Please include your response here (expand as required) |

**Appendix D – Terms and Conditions of Contract**

Please note that any Contract arising from this Request for Proposal will be governed by the NHS Terms and Conditions for the supply of Services January 2018

A copy of the Terms and Conditions is available to view at <https://www.gov.uk/government/publications/nhs-standard-terms-and-conditions-of-contract-for-the-purchase-of-goods-and-supply-of-services>.

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