# 

# Social Work England

Contracts Finder

# Invitation to Tender

**Penetration Testing Services**

# Reference - Social Work England 00336

**Closing date for submission of tender:**

**Thursday 19th November 2020 at 12:00**

Please complete your tender submission in accordance with the instructions provided.

CONTENTS

This document is in two parts:

Part A is the invitation to tender and provides all the background information, a description of what is required, and an overview and instructions for the completion and submission of the tender document.

Part B is the tender submission document, this should be completed in full and returned in advance of the deadline in accordance with the instructions given.

**Part A**

1. Background
   1. Social Work England was established under The Children and Social Work Act 2017 (the Act) to be a new single-profession regulator for social workers in England. It is a Non-Departmental Public Body (NDPB) and operates at arm’s length from government. We became the regulator on 2nd December 2019. We will regulate the social work profession by:

* setting standards of practice and conduct in social work;
* assuring the quality of social work education;
* registering qualified social workers;
* ensuring social workers keep their skills and knowledge up to date; and
* investigating concerns about social workers.
  1. Our office is based within Sheffield, and located at 1 Northbank, Blonk Street, Sheffield, S3 8JY.
  2. As part of our regulatory requirements, we must maintain a public register of those social workers who are registered to practise within England. Individuals (“social workers”) are required to create an online account which is used to:
* apply to be a registered social worker;
* pay registration fees;
* record Continued Professional Development (CPD); and
* renew registration annually.

Social workers access their online account via our website which uses case management web applications; Appian in the back end and Umbraco in the front end. We need to be able to test this system to ensure it is secure against hackers and viruses.

* 1. In addition, for our staff to carry out their jobs effectively we use mostly Office 365 applications and online storage which is cloud hosted by Microsoft. We need to ensure that the security mechanisms we have in place are robust and fit for purpose. Our staff also need to ensure that the environment they work in (when office based) and its physical infrastructure is also secure.

1. Aim
   1. As an organisation, we are committed to ensuring that our systems and environments are safe and secure from external threats and that that the data we hold (which includes but is not limited to data on; social workers, employees and our suppliers) is stored securely, to prevent its corruption and loss. We are looking to partner with a Potential Provider who are experts in their field, and who can work in collaboration with us to provide penetration testing services.
2. Objectives
   1. Working collaboratively, we are seeking a Potential Provider to carry out a number of penetration tests per annum together with the possibility of a requirement of up to 10 days consultation/remediation work that, may or may not be, utilised in the event of actual consultation of swift remediation to any security issues we may have.
3. Duration
   1. It is envisaged that the contract will initially run for a period of two (2 years). We reserve the right to extend the contract after the initial two (2) year period, by up to a further two (2) years on a 1 (one) year plus 1 (one) year basis. The contract is intended to start on Tuesday 1st December 2020 (or as otherwise agreed).
   2. Any possible extension will be based upon the Potential Provider’s overall performance during the initial term, including factors such as: the quality of services delivered, delivery against identified key performance indicators (KPIs) and value for money (VFM) principles and budget availability. Social Work England will endeavour to begin discussions in respect to the option to extend at least one (1) month prior to the contract expiry date.
4. Service requirements
   1. We are looking for a Potential Provider to work with in partnership with us to provide penetration testing services. The Potential Provider must be experts in their field, who can work with us to ensure our IT systems are safe from threat, and who can identify/make informed recommendations for improvement. In general terms we would expect such tests to consider the following, but suppliers are encouraged to suggest their own methodology/processes.
      1. Web Application (Forge) Penetration Test
      2. O365 Audit\Azure Penetration Test
      3. Network infrastructure – LAN/Wi-Fi Penetration Test
   2. It should be acknowledged by the Potential Provider that Social Work England may update its IT systems/infrastructure from time to time, and as such, the penetration testing services required throughout the contract may be subject to change.
   3. Details of the required penetration tests are given below:

* Web Application (Forge) Penetration Test:

A web application penetration, looking for any security issues that might have arisen as a result of insecure development, design or coding, to identify any potential vulnerabilities in our websites/web applications, including CRM, extranets and internally developed programmes which could lead to the exposure of data (e.g. personal data and credit card information, etc).

* O365 Audit\Azure Penetration Test:

To identify the scope of an O365 security assessment. To gather security assessment data. To construct a view into our current security posture together with any potential security gaps that are identified. To synthesise the data gathered into an executive report of prioritised findings and recommendations.

* Network Infrastructure – LAN/Wi-Fi Penetration Test:

To use the latest scanning tools and techniques to perform a comprehensive audit of all IP ranges in use to identify possible attack vectors and perform manual attack simulations. Manual assessments should focus on misconfigured hosts and services, outdated systems and software insecurity, weak passwords and default usernames (although the bidder should provide information in their bid of all aspects they will consider). If a service should be exploited the bidder should outline what actions should be taken to remove this risk.

Reporting

As part of the outcomes of all penetration testing, we require the Potential Provider to detail a list of vulnerabilities (including the severity of the issue) found via the assessments, together with the available methods of remediation. If applicable, the Potential Provider should be able to assist with any remediation that is deemed to be over and above the capabilities of Social Work England IT team. A detailed report of which tests were carried out should be supplied, as well as the technologies/software/applications used to carry out the testing.

Timescales

Each test identified will be required to undertaken on an annual basis whether concurrently or staged across the year. However, Potential Providers should note that the Web Application (Forge) penetration test needs carrying out as soon as possible after contract award and bidders should set out in their proposal how they will accommodate this need. The Network Infrastructure – LAN/Wi-Fi penetration test was last carried out in November 2019, whilst this will be the first O365 Audit/Azure test. Potential Providers should consider the possibility on whether all three tests can all be carried out very close to each other or concurrently.

Accreditation

It is a mandatory requirement that any Potential Provider has obtained/hold the necessary accreditation (in as much that they must be certified to one of the accreditations, whilst also being part of one of the penetration testing certification schemes):

* ISO 27001 certified (Information Security Management);
* Cyber Essentials certified;
* Cyber Exchange member;
* CHECK certification scheme;
* CREST certification scheme;
* Tiger certification scheme; and/or
* Cyber certification scheme.

Potential Providers will be asked to confirm/provide evidence of adherence to the above and those who do not hold appropriate accreditation will be disqualified from bidding and their tenders will not be evaluated.

* 1. As part of their tender submission, Potential Providers will be required to:
     1. outline their experience of successfully undertaking penetration testing and services of a same/similar nature to this;
     2. outline their experience of undertaking penetration testing for public sector (or similar) organisations;
     3. outline the suggested approach they will take to meet requirements to include a list of tests that will be carried out;
     4. outline their experience of successfully meeting the challenges faced by organisations similar to Social Work England in their approach to system vulnerability;
     5. outline their approach to developing testing strategies and what measures will be in place to be able to carry out the assessments during any lockdown due to Covid;
     6. outline what, if any, access you will require to the various systems;
     7. outline how they will report back findings/recommendations to us;
     8. outline their delivery approach, to include the implementation timetable;
     9. outline costs for the provision of the services, detailing the number of days they envisage for each testing element, the associated day rate (additionally to also show up to a maximum of 10 days for consultation, remediation/ad hoc work if required and an inbuilt contingency of a maximum 5 days to be billed if required/used).
  2. We expect Potential Providers to work in collaboration with us throughout the contract to ensure the best possible outcomes and that all work is carried out in a timely manner.
  3. Throughout the lifetime of the proposed contract, the Potential Provider will be expected to attend, and deliver services upon request. This may be remotely, except for the Network Infrastructure – LAN/Wi-Fi Penetration Test which it is expected will be required to be undertaken in person at Social Work England’s offices (1 North Bank, Blonk Street, Sheffield, S3 8JY) or any other location that may be specified.

Billing procedure

* 1. Potential Providers should be aware that the payment of services will be contract based and billed, in arrears, based on the actual number of days used.

1. Procurement

Best Practice Criteria

* 1. We have agreed a set of best practice principles in relation to this Invitation to Tender (ITT). These principles provide a framework to ensure that we act in an ethically and commercially responsible way in our contractual arrangements. Adhering to these principles is an integral part of our procurement process.
  2. We will:
     1. encourage local employment and enterprise to create and maintain local job opportunities and training;
     2. seek value for money and the minimisation of risk;
     3. harness the capability, diversity and innovation of our service provider to add value to our operational effectiveness and efficiency;
     4. adhere to a procurement process which is equitable, lawful and compliant with regulations;
     5. seek to be easy to do business with, in order to minimise costs, risks and time;
     6. ensure the confidentiality of information entrusted to us while working with service providers who also respect this practice; and
     7. permit hospitality only to an extent that it cannot be perceived as an inducement.

# Instructions to Tenderers

* 1. We are using this ITT to procure the expertise of the Potential Provider, to work in collaboration with us to undertake penetration testing. This procurement activity is being conducted via this ITT. A notice will be posted on Contracts Finder, and all Potential Provider’s will be expected to submit a tender submission in line with the instructions provided within this document. A desktop evaluation will be completed upon the receipt of tenders in order to award the proposed contract.
  2. All tenders received that are compliant (submitted in accordance with the tendering instructions) will be evaluated based on the evaluation criteria set out below.
  3. Tenders should be prepared and submitted using part B of this document below. Tenders will be evaluated, and bids scored.
  4. The contract will be awarded against the total overall score and will be based on the most economically advantageous tender (a mixture of quality and price). Potential Providers will only be notified on the outcome of tender process following the completion of the evaluation stage.
  5. The following indicative timetable is provided for Potential Providers benefit. Please be aware that these are indicative timescales (except for the deadlines in bold) and may be subject to change at our absolute discretion.

| **ACTIVITY** | **EXPECTED DATE** |
| --- | --- |
| **ITT Launch** | **Wednesday 4th November 2020** |
| **Submission deadline for clarification questions** | **Monday 16th November 2020 at 12:00** |
| **Response deadline for clarification questions** | **Tuesday 17th November 2020 at 12:00** |
| **ITT closing date (Tender Submission Deadline)** | **Thursday 19th November 2020 at 12:00** |
| Desktop Evaluation | From Friday 20th Nov 2020 |
| Contract Award | Monday 30th November 2020 |
| Contract Commencement | Tuesday 1st December 2020 |

* 1. Potential providers may raise questions or seek clarification regarding any aspect of this ITT at any point prior to the submission deadline as outlined above. All clarification questions in relation to this ITT should be submitted via email to [commercial.team@socialworkengland.org.uk](mailto:commercial.team@socialworkengland.org.uk). Any questions posted after submission deadline for clarification questions will not receive a response. Social Work England will commit to provide responses to all clarification questions submitted in line with the response deadline highlighted. To ensure that all potential providers have equal access to information regarding this ITT, Social Work England will publish (on the Contracts Finder Notice) all its responses to questions raised by Potential Providers on an anonymous basis. Potential providers should refer back to the Contracts Finder Notice before submitting their bid to ensure that they are aware of all the responses made to any clarification questions.

1. Completing the Invitation to Tender
   1. To enable our evaluating officers the ability to fully assess Potential Providers suitability to provide the services, all of the information requested in this ITT must be provided. Failure to complete the tender submission in full or failure to provide any of the documents requested may result in your tender being rejected. Questions should be answered as instructed:
      1. please answer every question;
      2. questions must be answered in English; and
      3. when posed with Yes/No questions, please either circle your answer or delete as applicable.
   2. All other questions will require you to input text or numbers, or to tick boxes.
   3. Any figures requested should be stated in full (i.e. £4,000 not £4k), be exclusive of VAT (with VAT submitted as a separate line if applicable) and be in Great British Pounds.
   4. If the question does not apply to you, please write N/A; if you do not know the answer please write N/K.
   5. Only the information contained within this ITT or as otherwise communicated in writing by us to Potential Providers should be considered when submitting your tender.
   6. Any information and/or documents submitted on or with this tender must relate to ‘the tenderer’ only – ‘the tenderer’ being the organisation which it is proposed will enter into a formal contract with us, should their tender be successful. Where required, we may seek further clarification from the tenderer following submission of a completed bid pack.
   7. The Potential Provider agrees and acknowledges that in cases where their tender submission is deemed non-compliant when compared with the instructions contained within this ITT and/or the service requirements detailed, that they will be excluded from the process.
2. Format of Tender Submission
   1. Potential Providers are required to complete all the documentation listed below. You may complete the documentation electronically but must not make any changes to the structure and/or order of the document provided (except as necessary to accommodate your responses, i.e. enlarging response boxes etc.). In particular, please do not undertake any substantive changes to formatting, or add appendices instead of completing the tables provided, and so on, except when expressly requested or when necessary to properly present your offer.
   2. Potential Providers should complete and submit all schedules in Part B of this document, namely the:
      1. company details and general information schedule;
      2. response to specification schedule;
      3. response to pricing schedule;
      4. freedom of information exclusion schedule; and
      5. tendering declaration.
   3. The tendering declaration must be signed by a director, partner or other senior authorised representative in their own name and on behalf of the organisation. It should be noted that any information which is submitted within a Potential Provider’s tender submission may subsequently be used to form part of the contract and/or an appendix thereof. Potential Providers should therefore make sure that their responses are authorised at an appropriate level which would enable them, should they be successful, to become the subject of a binding contract.
3. Submitting a Tender
   1. An electronic copy of your completed tender submission (Part B of this document) and all associated documentation, should be submitted via email to [commercial.team@socialworkengland.org.uk](mailto:commercial.team@socialworkengland.org.uk) prior to the Tender Submission Deadline. The tender submission should contain the subject line title ‘Tender Submission (\*Your Organisations Name\*) – Penetration Testing Services’.
   2. We must receive all tender submissions before the Tender Submission Deadline. Any submission received on or after the Tender Submission Deadline may be rejected to ensure that all potential providers are treated fairly. It is the sole responsibility of Potential Providers to ensure that their tender submission reaches us by the stipulated deadline. We will not accept any tender submissions which are received after the Tender Submission Deadline due to network issues (unless the Potential Provider can provide evidence to the fact that an email transmission was made at least 5 minutes prior to the Tender Submission Deadline). The decision on whether to reject a tender submission is made entirely at our discretion.
   3. A tender submission must remain valid and capable of acceptance by Social Work England for a period of 60 working days following the Tender Submission Deadline. A tender with a shorter validity period may be rejected.
4. Conditions of Tender
   1. In submitting a response to this ITT, Potential Providers do so on the conditions as set within this document and Social Work England’s Services Terms and Conditions. In the event of any breach of these conditions, Social Work England shall be entitled to terminate any contract formed as a result of such tender submission and to claim damages accordingly.

Warnings and Disclaimers

* 1. The information supplied by us (whether in this document or otherwise) is supplied for general guidance in the preparation of tenders. Potential Providers must satisfy themselves by their own investigations about the accuracy of such information. We cannot accept responsibility for any inaccurate information obtained by Potential Providers.

Conduct and Conflicts of Interest

* 1. Potential Providers must not directly or indirectly canvass any employee (including temporary appointments), board member or any other related associate of Social Work England regarding this ITT, or attempt to procure any information from the same regarding the ITT (except as authorised by this ITT for the purpose of asking genuine questions about the process or the resulting contract). Any attempt to do so may result in the Potential Provider’s disqualification from the tender process.
  2. Potential Providers must also not (and shall ensure that their subcontractors, advisors or companies within their Group do not):
     1. communicate with any person other than Social Work England’s Commercial Team about the value, prices or rates set out in the tender submission, except where the disclosure (in confidence) of the approximate value is necessary to obtain insurance cover;
     2. fix or adjust any element of the tender submission by agreement or arrangement with any other person;
     3. enter into any agreement or arrangement with any other person, so that person refrains from making a tender submission;
     4. share, permit or disclose access to any information relating to this ITT with any other person;
     5. offer any inducement, fee or reward directly or indirectly to any employee (including temporary appointments), board member or any other related associate of Social Work England in order to influence the outcome of this ITT; and
     6. do anything which would constitute a breach of the [Bribery Act 2010](https://www.legislation.gov.uk/ukpga/2010/23/contents).
  3. Potential Providers (their subcontractors, advisors or companies within their Group) are also responsible for ensuring that no conflicts of interest exist between any person directly or indirectly involved in the submission of the tender or delivery of the services, and any employee (including temporary appointments), board member or any other related associate of Social Work England. Any potential provider who fails to comply with this requirement may be disqualified from the further competition process at our absolute discretion.

Responsibility to Submit a Complete Tender

* 1. It is the Potential Providers responsibility to ensure that their submitted tender is complete, prepared and submitted in accordance with the instructions contained herein, and signed and dated where required. We are not obliged to consider any tender which is incomplete or not prepared or submitted in accordance with such instructions, but at our sole discretion we may offer a Potential Provider who submits such a tender, the opportunity to remedy the omission before the evaluation stage of the tender commences (provided that in our judgement this does not adversely affect the integrity and fairness of the tender exercise).

Bid Costs

* 1. Potential Providers agree and acknowledge that we will not be liable for any costs, expenditure, work, or effort incurred in association with submitting a tender in accordance with this ITT. This will include if any stage of the procurement process is delayed, withdrawn/terminated, or amended by Social Work England.

1. Social Work England’s Rights
   1. We reserve the right to:
      1. seek additional information or clarification from Potential Providers at any time during the tender process;
      2. disqualify any Potential Provider whose tender submission is deemed non-compliant in accordance with the instructions given in this ITT;
      3. disqualify any Potential Provider that is guilty of serious misrepresentation in relation to its tender submission (or any part of the overall procurement process);
      4. amend, clarify, add to, or withdraw all or any part of this ITT at any time, and to re-invite Potential Providers to re-submit bids on the same or any other alternative basis;
      5. choose not to award any contract for some or all of the goods and/or services (as applicable) for which Potential Providers are invited;
      6. to cancel all or part of the further competition at any stage at any time (without the award of contract or re-invitation of tender); and
      7. retain copies of all tender submissions (for a period of 7 years) to satisfy its audit and data retention/handling obligations.
2. Confidentiality and Freedom of Information Act
   1. This ITT is made available on condition that its contents (including the fact that the potential provider has received this ITT) is kept confidential by the Potential Provider and is not copied, reproduced, distributed or passed to any other person at any time, except for the purpose of enabling the Potential Provider to submit a tender.
   2. As a public body, we are subject to the provisions of the [Freedom of Information Act 2000](https://www.legislation.gov.uk/ukpga/2000/36/contents) (FOIA) in respect of information it holds (including third-party information). Any member of the public or other interested party may make a request for information.
   3. We will treat all Potential Providers' responses as confidential during the procurement process. Requests for information received following the procurement process shall be considered on a case-by-case basis, applying the principles of the FOIA.
   4. Whilst we aim to consult with third-party providers of information before it is disclosed, we cannot guarantee that this will be done. Therefore, Potential Providers are responsible for ensuring that any confidential or commercially sensitive information has been clearly identified to us in the Freedom of Information Exclusion Schedule provided in the tender submission document (Part B of this document).
   5. Potential Providers should be aware that, in compliance with our public procurement and contracting transparency obligations, we may publish details of any contract resulting from this ITT on our website and the Contracts Finder portal. We will make best efforts to redact the contract as to not include any of the Potential Providers confidential/commercial sensitive information, however, the final version of the published contract shall be at our absolutely discretion.

Publicity

* 1. No publicity regarding the contract or the award of any contract will be permitted unless and certainly until we have given express written consent to the relevant communication. For example, no statements may be made to the media regarding the nature of any tender, its contents or any proposals relating to it without our prior written consent.

1. Evaluation of Invitation to Tender
   1. Potential Providers tender submissions will be evaluated on the basis of 80% response to non-price (quality) questions and 20% response to price questions. The evaluation will be based on the Potential Provider’s response to the requirement detailed within this ITT and consideration of the following criteria:
      1. understanding of our needs and the specific requirements of this contract;
      2. evidence of the Potential Provider’s ability to comprehend and communicate key information with clarity and understanding;
      3. evidence of the Potential Provider’s experience in advising and supporting public bodies and SMEs;
      4. evidence of the Potential Provider’s ability to work collaboratively with us to achieve a desired outcome;
      5. evidence of the Potential Provider’s ability to provide expertise in relation to the development of a penetration testing plan and its undertaking;
      6. evidence of the Potential Provider’s commitment to corporate social responsibility and equality, diversity and inclusion; and
      7. the ability to work to strict deadlines.
   2. All compliant tender submissions received will be evaluated by officers of Social Work England (as appropriate). This evaluation panel will consist of between 3-6 individuals.
   3. In order to be transparent, and to ensure that Potential Providers fully understand how their tender submission will be evaluated, full details of the evaluation process are described below. The following price and quality weightings will be used to determine the most economically advantageous tender:
      1. Non-Price (quality) represents 80%
      2. Price represents 20%
   4. NOTE: Failure by Potential Providers to comply with these instructions may invalidate their bid.
   5. Potential Providers will be asked to provide a response to the following sections within the tender submission document (Part B of this document).

| **Section** | **Total Score Available** |
| --- | --- |
| Company Details | Information Only |
| Appropriate Accreditation Held | Pass / Fail |
| Compliance with Specification | Pass / Fail |
| Non-Price Questions | 80 points |
| Price Questions | 20 Points |

* 1. Please note that the ‘Compliance with Specification’ section will be assessed on a Pass/Fail basis. If a Potential Providers cannot or is unwilling to comply with the specification, their tender submission will be deemed as non-compliant and will be excluded from further consideration.
  2. When completing the response to questions, Potential Providers must make sure that they answer what is being asked. Anything that is not directly relevant to the question should not be included, but wherever possible Potential Providers should demonstrate how they will go further than what is being asked for, to add value. When requested, appendices can be provided to provide further supporting evidence within the Potential Provider’s response.
  3. Potential Providers should also make sure that their answers inform not just what they will do, but how they will do it, and what their proposed timescales are (as relevant). It is useful to give examples or provide evidence to support your responses.
  4. Potential Providers are encouraged to use the full word count allowance to answer each question as fully as possible. The purpose should be to include as much relevant detail as required, so that the evaluation panel gets the fullest possible picture.
  5. Each tender submission will be evaluated by the panel individually, with each question response evaluated one by one in order. When scoring each answer, no consideration is given to information included in other answers so Potential Providers must not cross reference across responses or provide supporting information in their tender submission unless expressly requested. Once the evaluation panel have evaluated all tender submissions individually, the panel will come together to agree on a cumulative score.

1. Scoring
   1. Answers to both non-price and price responses (unless otherwise stated within this ITT document) will be scored on a scale of 0 to 4 points, as detailed in the table below:

| **In the evaluators reasoned opinion, the response provided is:** | | **Points available** |
| --- | --- | --- |
| 0 | **Unacceptable Response.** No response, response not relevant or question not answered. | 0 points. |
| 1 | **Poor Response.** The response is partially compliant, but with serious deficiencies in meeting service requirements (any supporting evidence is minimal). | 25% of points available. |
| 2 | **Fair Response.** The response is compliant (some evidence may be provided which supports compliant elements) with shortfalls in meeting service requirements. Any concerns are of a minor nature. | 50% of points available. |
| 3 | **Good Response.** The response is compliant and offers relevant evidence to support their claims, clearly indicating that service requirements would be met. | 75% of points available. |
| 4 | **Excellent Response.** The response is compliant and offers relevant detailed evidence to support their claims, clearly demonstrating a comprehensive understanding of the service requirements. | 100% of points available. |

* 1. Please note that scoring ‘0’ for any one or more question(s) will give grounds for excluding the tender submission from further consideration. For any tender submissions that are deemed excludable on this basis, the Potential Provider’s price shall automatically be excluded from the ‘price’ evaluation.

Response to non-price (quality) questions

* 1. Potential Providers must provide answers in response to the non-price (quality) questions below, to describe how they will meet the requirements of the contract. There are five (5) questions in total. Each question has been weighted to highlight the relative importance, with the number of points available shown in the table below.
  2. Potential Providers are required to respond to all the questions below. Questions should be answered in full on the template provided in Part B of this document.
  3. For each question, there is a maximum word limit. Potential Providers must not alter/amend the tender submission document (Part B of this document), other than to adjust the size of each ‘response’ box in order to accommodate their response, as necessary. Where appendices have been requested, Potential Providers are encouraged to attach as part of their tender submission to provide further supporting evidence.

| **Ref** | **Non-Price Questions** | **Look Fors** | **Weighting** |
| --- | --- | --- | --- |
| Q1 | How do you propose to deliver the requested services (to provide Social Work England with an effective penetration testing service)?  Please attach an overarching plan as part of your tender submission.  *Maximum Word Count: 1000 (any plan submitted as an appendix will not be included within the word count).* | * Clear plan and timeline in place for each aspect of activity. * The number of days proposed for each penetration test. * Considerations of the risks to delivery and proposed mitigations. * Clear project management methodology. | 25 Points |
| Q2 | What scanning tools and testing methodologies will be used to deliver high quality services to meet our requirements and how do you propose to feedback findings to Social Work England?  *Maximum Word Count: 500* | * Clear thought and evidence to support the suggested approach. * Use of appropriate tools/methodologies. | 10 Points |
| Q3 | How would you ensure that your approach to the planning and delivery of the requirements is as flexible as possible, whilst ensuring that key milestones and deadlines (please note the immediate need for the Web Application penetration test) are still met?  *Maximum Word Count: 600* | * Clear project management methodology. * Managing and controlling risks and scope creep. * Assessment and approach to changing priorities. * Systems, quality assurance processes and controls. * Demonstrates an understanding of Social Work England’s organisation set-up. * Consideration of external factors (e.g. Covid-19). | 15 Points |
| Q4 | What experience do you have of delivering penetration testing services?  Please give details of the personnel who will deliver the testing services and how you will still ensure that such services will be delivered over the life of the contract, to the same level of expertise, should these people no longer be available.  Please include a minimum of two relevant examples. Please include contact details of clients (within the last 3 years) who would be prepared to provide a reference, on request from Social Work England.  *Maximum Word Count: 750* | * Understanding of all aspects of penetration testing as specified by this requirement. * Evidence of at least two **relevant** examples (e.g. public sector, similar sized organisations). * Skills, knowledge and experience of personnel delivering services (please include CVs as an Appendix). * Evidence of ability to meet agreed outcomes and deliver a high level of service. * Understanding of constraints and opportunities. | 20 Points |
| Q5 | How would you ensure successful collaboration with Social Work England throughout the proposed contract lifetime and that your approach to penetration testing is aligned to Social Work England’s culture and values? Please include references to your previous approaches taken to ensure successful collaboration and partnership working with similar organisations to Social Work England in the delivery of same/similar services.  *Maximum Word Count: 500* | * Demonstrates understanding of Social Work England, its culture/values, approach to professional regulation and the importance of its people and technical infrastructure. * Evidence of your values and culture aligning with Social Work England. * Experience of placing a focus on inclusion and diversity. * Willingness to have a close working relationship with Social Work England. * Dedicated account personnel. * Intended methods of engagement with Social Work England. * Approach to reporting at key stages of services, including any anticipated advice and/or support from Social Work England. | 10 Points |

Response to non-price (quality) questions

* 1. Price attracts 20% of the overall score.
  2. Prices included in the tender submission should be **net** costs (excluding VAT). Associated VAT costs should be shown separately as part of your tender submission.
  3. We request a price breakdown based on the requirements identified within this ITT.
  4. Potential Providers are required to respond to all the price question below. Costs should be submitted via the cost matrix template provided. Please adjust as necessary the size of the ‘cost matrix’ template and/or the ‘response’ box in order to accommodate your response.
  5. **Potential Providers should note that the maximum budget for the provision of the required services is £35,000 (net) for each financial year – please note that this includes any days for consultation, remediation/ad hoc work and inbuilt contingency should it so be required**. However, we would encourage Potential Providers to submit tenders at their ‘best possible price’ rather than aligning any submission with the maximum budget available (as the budget may be subject to change).

| **Ref** | **Price Questions** | **Look Fors** | **Weighting** |
| --- | --- | --- | --- |
| Q1 | Please provide a total cost for the delivery of the services as described in the statement of requirements. | * Pricing as per table provided. * Prices do not exceed maximum budget. * Includes VAT as a separate item. | 20 points |

1. Moderation of Scores
   1. The evaluation panel will be made up of officers from Social Work England. Once each member of the evaluation panel has scored each tender submission individually, an appropriate representative will lead a moderation session, where all members of the evaluation panel will meet to discuss their individual scores; subsequently seeking to agree on a cumulative score for each tender submission.
   2. Upon conclusion of the evaluation of the ITT, the score for price and non-price will be combined to give a total score out of 100.
2. Award of Contract
   1. The Potential Provider who obtains the highest total score from the desktop evaluation will be awarded the contract.
   2. The Potential Provider offered the contract will be advised by email. The award offered pursuant to this ITT will be based on the most economically advantageous tender.
   3. Potential Providers whom it is proposed will not be offered the contract will be advised of this by email and will be entitled to receive feedback upon request.
   4. The awarded contractual agreement between Social Work England and the Potential Provider will be made up of:
      1. the specifications and details set out in this ITT document;
      2. the Potential Provider’s responses in the tender submission document (Part B of this document), including the pricing details; and
      3. Social Work England’s Services Terms and Conditions as set out within section 18 (additional documents).

If the Potential Provider is unwilling to accept any of the above, we reserve the right to exclude their tender submission from consideration, and if they receive the highest total score following the evaluation stage, re-award the contract to next highest scoring bidder.

1. Additional Documents

|  |  |
| --- | --- |
| Social Work England Supplier Terms and Conditions |  |

# Social Work England

Contracts Finder

**Part B – Response to Tender**

**Penetration Testing Services**

# Reference - Social Work England 00336

**Closing date for submission of tender:**

**Thursday 19th November 2020 at 12:00**

Please complete your tender submission in accordance with the instructions provided.

# PART B - To be completed in response to Invitation to Tender

1. Company Details and Compliance with Tender

2. Response to Specification

3. Response to Pricing

4. Appendix A - Freedom of Information Exclusion Schedule

5. Appendix B - Tendering Declaration

Please complete all the information requested below and **return Part B by the latest Thursday 19th November 2020 at 12:00 hrs.**

Company Details

General information questions are asked for information purposes only and the responses will not be evaluated. The answers do however give the evaluation panel an overview of the organisation and its structure. Please complete in full.

|  |  |  |
| --- | --- | --- |
|  | **ORGANISATION DETAILS** | |
|  | **Please state the full name of the organisation submitting this tender.** | |
|  | |
|  | **Is your organisation classified as a Small and Medium Enterprise (SME)?** | |
|  | YES/NO | |
|  | **Please state the registered office address.** | |
| Address: | |
| Postcode: | |
|  | **Please state the company registration number (if a sole trader, please mark N/A).** | |
|  | |
|  | **Please state the VAT registration number (please mark N/A if your organisation is not VAT registered).** | |
|  | |
|  | **To the best of your knowledge, does any director or senior officer of your organisation have any personal or financial connection with anyone at Social Work England?** | YES / NO |
| If yes, please provide details: | |
|  | **Contact Details** (for communications, correspondence and enquiries relating to this tender submission) | |
|  | **Please state the contact’s name, and position within the organisation:** | |
| Name:  Position: | |
|  | **Please state the contact’s address:** | |
| Address:  Postcode: | |
|  | **Please state the contact’s telephone number and email address:** | |
| Telephone Number:  Email: | |

Compliance with Specification

Potential Providers must provide a response to the Compliance with Specification section included below. Potential Providers should note that this section will be assessed on a Pass/Fail basis. If a Potential Provider cannot or is unwilling to answer ‘Yes’, their tender will be deemed non-compliant and will be excluded from further consideration. Potential Providers should confirm by deleting the inappropriate answer.

|  |  |
| --- | --- |
| I confirm I/we hold appropriate accreditation as requested at 5.2 of the ITT above. Please give details of such accreditation/scheme membership below. | YES / NO |
|  | |
| I confirm I/we comply with all elements of the requirement and specification as outlined in part A of this Invitation to Tender. | YES / NO |
| *Please use the space below to outline any areas where you cannot comply, or to provide any further information regarding compliance with the specification that you have not been able to state elsewhere in your tender submission.* | |
| **I confirm that I/we accept the terms and conditions, as outlined in 17.4.3 as the basis of the contract between Social Work England and the successful bidder.** | **YES / NO** |
| **I confirm that I/we have completed (if applicable) the Freedom of Information Exclusion Schedule; included as Appendix A of this Response to Tender.** | **YES / NO** |
| *Please use the space provided in Appendix A to identify any information that you regard as confidential and/or commercially sensitive.* | |
| **I confirm that I/we have attached a signed copy of the Tendering Declaration, using the wording included as Appendix B to this Response to Tender.** | **YES / NO** |
| *Appendix B sets out the wording of the Tendering Declaration. This should be reproduced on headed paper, scanned and embedded within your bid response.* | |
| **I confirm I/we meet the standard requirements and hold the necessary experience to deliver the requested services to a high standard.** | **YES / NO** |
| *Please use the space below to outline any areas where you cannot comply, or to provide any further information regarding compliance with the specification that you have not been able to state elsewhere in your tender submission.* | |

Response to Specification

Potential Providers are referred to (Part A) of the ITT and reminded that evaluation of their non-price question responses will account for 80% of their total score.

Potential Providers must provide answers in response to the questions below, to describe how they will meet the requirements of the contract. There are five (5) questions in total.

Potential Providers are required to respond to all the questions below. Questions should be answered in full and should not refer to other documents or appendices unless requested.

For each question, there is a maximum word limit. Please adjust as necessary the size of the ‘response’ box in order to accommodate your response.

| **Ref** | | **Method Statement Questions** |  |
| --- | --- | --- | --- |
| 1 | | *How do you propose to deliver the requested services (to provide Social Work England with an effective penetration testing service)?*  *Please attach an overarching plan as part of your tender submission.*  *Maximum Word Count: 1000 (any plan submitted as an appendix will not be included within the word count).*  *A maximum of 25 points are available for this response.* | |
| **Response:** | | | |
| 2 | | What scanning tools and testing methodologies will be used to deliver high quality services to meet our requirements and how do you propose to feedback findings to Social Work England?  *Maximum Word Count: 500.*  *A maximum of 10 points are available for this response.* | |
| **Response:** | | | |
| 3 | | How would you ensure that your approach to the planning and delivery of the requirements is as flexible as possible, whilst ensuring that key milestones and deadlines (please note the immediate need for the Web Application penetration test) are still met?  *Maximum Word Count: 600.*  *A maximum of 15 points are available for this response.* | |
| **Response:** | | | |
| 4 | | What experience do you have delivering penetration testing services?  Please give details of the personnel who will deliver the testing services and how you will still ensure that such services will be delivered over the life of the contract, to the same level of expertise, should these people no longer be available.  Please include a minimum of two examples. Please include contact details of clients (within the last 3 years) who would be prepared to provide a reference, on request from Social Work England.  *Maximum Word Count: 750 (any appendices will not be included within the word count).*  *A maximum of 20 points are available for this response.* | |
| **Response:** | | | |
| **5.** | How would you ensure successful collaboration with Social Work England throughout the proposed contract lifetime and that your approach to penetration testing is aligned to Social Work England’s culture and values? Please include references to your previous approaches taken to ensure successful collaboration and partnership working with similar organisations to Social Work England in the delivery of same/similar services.  *Maximum Word Count: 500.*  *A maximum of 10 points are available for this response.* | | |
| **Response:** | | | |

Response to Pricing

Potential Providers are referred to Part A of the ITT and reminded that evaluation of pricing questions will account for 20% of their total score.

All prices should be quoted in GBP (£) and be **net** of VAT which **should be shown separately if appropriate**. Please ensure all assumptions (e.g. breakdowns of costs) on price are detailed within the table and against each costed item.

| **Ref** | **Price Question** |  |
| --- | --- | --- |
| 1 | Please provide a total cost, together with day rates used for costing purposes, for the delivery of the services as described in the statement of requirements.  Costs should be shown/based on the following:   1. The proposed number of days required for each of the 3 penetration testing elements. 2. An additional 10 days (maximum) for consultation, remediation/ad hoc work if required 3. An inbuilt contingency of a maximum 5 days to be billed if required/used).   The response should clearly show the number of days required and day rate to be applied in each instance. For costing purposes please assume that 1 round of all 3 penetration tests will be required in each of the Financial Years (December to March) 20/21, (April – March) 21/22 and (April - March) 22/23.  For evaluation purposes please show the overall cost for the 3 years, as detailed above, together with a cost for each Financial Year whilst noting that the contract is initially for a 2 year period with the option to extend on a one year plus one year basis.  **Please note:** All requirements for claims for travel, and overnight stays to attend meetings etc. as requested by Social Work England in order to deliver this contract will be reimbursed in line with Social Work England’s travel and subsistence policy as set out below.  Travel by Rail:  When travelling by rail you must always travel standard class, preferably pre-booking your tickets to travel on specific (timed) trains.  Overnight accommodation:  Costs will be paid where individuals cannot reasonably be expected to make the return journey to and from a meeting or other workplace in the same day, or it would be more cost efficient for an individual to stay over for meetings on consecutive days. Overnight accommodation must be booked in advance wherever possible. Overnight accommodation costs are subject to the following limits:   * London – £160.00 * UK (all other locations) – £75.00   Transport by Road:  Cars 45 pence per mile. The allowance covers the full cost of using a private vehicle e.g. fuel.  You should only incur such expense(s) with the prior agreement of Social Work England’s contract manager for these services.  *A maximum of 20 points are available for your response.* | |
| **Response:** | | |

Appendix A – Freedom of Information Exclusion Schedule

Potential Providers attention is drawn to the conditions of this ITT. Potential Providers should state here which items of information (if any) supplied by them in their tender they regard as confidential and/or commercially sensitive, or which they believe should not be disclosed in response to a request for information under the Freedom of Information Act. Potential Providers should state why they consider the information to be confidential or commercially sensitive.

The final disclosure of information shall be at the sole discretion of Social Work England.

**Commercially Sensitive Information**

I declare that I wish the following information to be designated as Commercially Sensitive:

|  |
| --- |
|  |

The reason(s) it is considered that this information should be exempt under Freedom of Information Act 2000 is:

|  |
| --- |
|  |

The period of time for which it is considered this information should be exempt is until award of contract **OR** during the period of the contract **OR** for a period of 7 years.

|  |
| --- |
|  |

|  |  |
| --- | --- |
| **Signature:** |  |
| **Name of Signatory and Position:** |  |
| **Name of Organisation:** |  |
| **Date:** |  |

Appendix B – Tendering Declaration

[Wording to be produced on Responder’s headed paper]

Dear Social Work England Commercial Team,

SOCIAL WORK ENGLAND 00336 - TENDER FOR PENETRATION TESTING SERVICES

Having examined the ITT and all of its Appendices and, subject to and upon the terms specified in those documents, we do hereby offer to enter into an agreement with Social Work England for the provision of the services specified in those documents at the rates/prices detailed in the Response to the Tender.

If this offer is accepted, we will execute an Agreement substantially in the form identified in the ITT within the timetable set in Part A of the Tender (or as subsequently amended by Social Work England).

Unless and until a formal Agreement has been executed by us both, your written acceptance of this Tender with all its enclosures shall not constitute a binding contract between us. We understand that you are not bound to accept the lowest price or any Tender.

We agree that any other terms or conditions of contract or any general reservations which may be printed on any correspondence emanating from us in connection with this Tender, or with the Agreement, shall not be applicable to the Agreement.

We agree that any Agreement that may result from this Tender shall be subject to the laws of England and Wales, as interpreted by a Court in that jurisdiction, and furthermore, we submit to the jurisdiction of the English Court.

We undertake to keep this Tender open for acceptance by Social Work England for a period of sixty (60) working days following the Tender Submission Deadline (Thursday 19th November 2020).

Non-Collusion Certificate

We certify that this is a bona-fide tender intended to be competitive and that we have not fixed or adjusted the amount of the Tender or the rates and prices quoted, by, or under or in accordance with any agreement or arrangement with any other person.

We certify that we have not, and undertake that we will not, at any time:

a) communicate to any person other than Social Work England’s Commercial Team the amount or approximate amount of our proposed Tender (other than to obtain necessary quotations for the preparation of this Tender and/or as necessary to obtain appropriate insurance cover);

b) enter into any agreement or collusion or arrangement (whether paid or unpaid) with any other person to the effect that they shall refrain from submitting a tender, or in relation to the contents or amounts of any tender to be submitted;

c) offer any inducement, fee or reward directly or indirectly to any employee (including temporary appointments), board member or any other related associate of Social Work England in order to influence the outcome of this Tender; or

d) do anything which would constitute a breach of the Bribery Act 2010.

I warrant that I have all requisite authority to sign this Tendering Declaration and confirm that I have complied with all the requirements of the ITT.

For and on behalf of …………………………… (Name of organisation)

Signed: …………………………………..

Dated: ……………………………………

Name: …………………………………

Position in organisation: ………………………………