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**Invitation to Quote**

**Instructions & Requirements Document**

**NHS England Commercial**

NHS Standards Directory run and maintain

**Document owner:** Commercial & Procurement Team, NHS England and NHS Improvement

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**Document History**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Version | Date | Status | Key Change Made | Author/s |
| 1.0 | 06/11/22 | Final Version | Updates made following initial user feedback. | Bharat Sharma |
| 2.0 | 11/11/22 | Final Version | Updated timelines |  Jermaine Gedeon |

# **Purpose**

This document sets out the process for obtaining quotations for Goods and Services **up to £95,000**.

# **Introduction**

###### This Invitation to Quote (ITQ) has been prepared by NHS England and NHS Improvement (the ‘Authority’). The Authority is looking for a Supplier for the provision of technical support running, maintaining and enhancing the NHS Data Standards Directory website platform (data.standards.nhs.uk) for the months of January to March 2023. A full description of the requirement is found in section 2

###### This procurement exercise is being carried out as an Invitation to Quote.

###### The Authority has taken reasonable care to ensure that the information provided is accurate in all material respects. However, the Bidders attention is drawn to the fact that no representation, warranty or undertaking is given by The Authority in respect of the information provided in respect of this transaction and/or any related transaction.

###### The Authority does not accept any responsibility for the accuracy or completeness of the information provided and shall not be liable for any loss or damage arising directly or indirectly as a result of reliance on this ITT or any subsequent communication.

###### No warranties or opinions as to the accuracy of any information provided in this ITQ Pack shall be given at any stage by The Authority.

###### Any person considering making a decision to enter into contractual relationships with The Authority or any other person on the basis of the information provided should make their own investigations and form their own opinion of The Authority. The attention of Bidders is drawn to the fact that, by issuing this ITQ, The Authority is in no way committed to awarding any contract and that all costs incurred by Bidder in relation to any stage of the Tender process are for the account of the relevant Bidder only.

###### In accordance with The Authority’s internal financial instructions and general principles applicable to public procurement, The Authority seeks best value for money in terms of the Contract reached with the successful Bidder.

###### The Authority has endeavored, therefore, to express as clearly as possible in this ITQ the terms on which it would propose to contract with the successful Bidder and in particular the obligations, risks and liabilities which it expects to become the responsibility of the successful Bidder.

This document contains the following sections:

* **1. Instructions**
	+ Project Team Details
	+ Timeline
	+ Supplier Clarification Question process
	+ Evaluation Criteria
	+ Scoring
* **2. The Requirement:**
	+ Background Information
	+ Standards and Service Specification
	+ Essential Skills Deliverables
	+ Deliverables
	+ Proposed Terms and Conditions
* **3. Responding to the ITQ**
	+ Bidders Details
	+ Further Bidder Information
	+ Bidders Response
1. Instructions

Project Team Details and Contract Lead

|  |  |
| --- | --- |
| Name of Team | NHS Data Standards Directory, Standards for Interoperability |
| Name and Title of Contract Lead | Bharat Sharma, Senior Product Manager |

Timeline

|  |  |
| --- | --- |
| **Item** | **Date** |
| ITQ Release Date & Issue on Contract Finder\* | 14/11/2022 |
| ITQ Clarification Deadline | 23/11/2022 |
| ITQ Closing Date | 25/11/2022 12pm |
| Evaluation | 30/11/2022 |
| Approval from Commercial Panel | 8/12/2022 |
| Estimated Award Date | 12/12/2022 |
| Estimated Contract Commencement Date | 12/12/2022 |

The timeline is indicative and may be subject to change.

Supplier Clarification Question Process

All clarification questions relating to this ITQ must be submitted via Health Family Joint Commercial System within 3 calendar days of receiving the ITQ. Clarification questions received after this time will not be responded to. All Clarification questions will be responded to within 3 working days of the date received.

All clarification questions received via other routes will not be reviewed and responded to.

**Please Note: -** To ensure an open and fair process is followed, all bidders will receive a copy of the question(s) and answer(s).

Evaluation Criteria

The purpose of evaluation in the procurement process is to establish which supplier(s) have submitted the best quotation; ensuring that the assessment of quotes is undertaken in a transparent, fair and consistent manner so that an effective comparison can be made.

The Authority, reserves the right to accept or reject all or any part of the quotation if you have failed to provide the information requested in this quotation or you have submitted any modification or any qualification to the terms and conditions of contract.

The Authority does not bind itself to accept the lowest priced, or any quotation, nor guarantee any value or volume and shall not be liable to accept any costs you have incurred in the production of your quotation.

The Authority will check each quotation and submission for completeness and compliance with the requirements in this Invitation to Quote document, thus, you should ensure that you carefully examine this document in full.

Quotes will be evaluated on the following Quality and Costs basis;

|  |  |
| --- | --- |
| **Section** | **Weighting (%)** |
| Technical/QualityIncluding Sustainability and Social Value | 60 |
| Sustainability & Social Value | 10 |
| Commercial | 30 |

A weighted scoring system will be applied to the response, the high-level evaluation criteria are given below:

**Scoring**

**Bidder information**

The ‘Bidders Detail’ will be ‘For Information Only’ and not scored.

The ‘Further Bidder Information’, will be given either a ‘Pass/Fail’ for each section.

**Quality**

The Authorities evaluation system is based on the familiar “weighted scoring approach”, in which the officer scores responses to the quality questions according to a pre-agreed scoring system 0-4 (see table below). The scores for the sections are then added together to give a total quality score for the quotation response.

| **Score** | **Interpretation** |
| --- | --- |
| 4Excellent | The Tenderer’s response provides full confidence that the Tenderer understands and can deliver the Requirements well and addresses all of the requirements set out in the question.   |
| 3Good | The Tenderer’s response provides a good level of confidence that the Tenderer understands and can deliver the services and the Tenderer's response addresses all or most of the requirements set out in the question.  |
| 2Satisfactory | The Tenderer’s response provides a satisfactory level of confidence that the Tenderer understands and can deliver the services and the Tenderer's response addresses at least some of the requirements set out in the question. However, the response is lacking in some areas. |
| 1Poor | There are weaknesses (or inconsistency) in the Tenderer’s understanding of the services and/or Tenderer's response fails to address some or all of the requirements set out in the question. |
| 0Unacceptable | No response and/or information provided is deemed inadequate to merit a score. |

**Scoring Cost**

The financial weighted score is calculated by using the following formula:

Tenderers Price Weighted Score = Lowest Total Cost offered Tenderer Total Cost

 x (30% weighting)

(Lowest Total Cost divided by Tender Total Cost multiplied by 30)

The financial score will be calculated to two decimals places.

Therefore the bidder who submits the lowest compliant bid (based on the pricing model created for evaluation purposes) will receive the full 30% available.

# **The Requirement**

The Requirement is detailed below which provides background to the project/business need, the standards or specification required alongside the essential supplier skills and the objectives of the requirement.

**Background Information:**

|  |
| --- |
| Working with nominated provider / supplier to run, maintain and enhance the NHS Standards Directory website platform. The directory allows users like suppliers and care providers to find nationally recognised standards needed for recording, handling and exchange of data in England, both those published and coming soon. This service is providing a critical function to aid discoverability for suppliers to comply with necessary standards to exchange data safely and securely in the NHS and social care. Until another strategic solution is found, this service needs to run and be maintained to avoid reputational and operational damage to NHS England from January to March 2023 with an option to extend for 3 months. It is needed under the Data Saves Lives ministerial commitment signed by one of the previous health ministers Sajid Javid.* December 2023 – Handover period from previous supplier and initial onboarding\*. Embed into team and agile delivery.
* January 2023 – Run and maintain of the site including delivery of development tickets. Research proposal for move to a graph database backend and/or metadata management tool.
* February 2023 – Run and maintain of the site including delivery of development tickets. Design proposal for move to a graph database backend and/or metadata management tool.

 * March 2023 – Run and maintain of the site including delivery of development tickets. Report / proof of concept proposal for move to a graph database backend and/or metadata management tool.

\*December 5th-16th will be a period of time that the previous supplier will be providing and recording their knowledge. Ideally this would be a time for knowledge handover to also occur at this time. |
|  |

**Standards and Service Specification:**

|  |
| --- |
| * GDS GOV.UK service standard
* NHS service standard
* WCAG AA compliance

Personal data will not need to be shared with the supplier**Run and maintain service*** Provide the required technical support to maintain the service during public beta
* Maintain a means for tracking and resolving issues with the site or its content, addressing any bugs promptly
* Continuously monitoring the performance of the service and gathering user feedback
* Iterating existing features, functionality and content based on feedback
* Exploring new ways of meeting user needs
* Preparing for the live assessment if required
* Track and report on agreed KPIs, resource consumption and financial implications

This work would support run, maintain and enhance to:* Resolve any bugs or issues or vulnerabilities preventing or risking the site from being online
* Technically host the services and Kubernetes containers on an AWS environment,
* A CKAN data management system platform using Python to allow data to be managed easily by a group of editors,
* Maintain and develop a website designed using JavaScript libraries like React.js that visualises data from APIs to enable search of standards and exploration of the metadata and related information,
* Add any suitable enhancements to functionality, implementing taxonomy/ontology, integrating data from / to APIs and upgrades to the data model / database as required
* Propose a move from CKAN to a graph database based backend and / or metadata management tool to enable semantic querying and reasoning

**Adding additional functionality as may be required to meet prioritised user needs*** Software development and architecture and test capability to design and implement new features as agreed with the buyer
* Update documentation with new features

**Resolving any major bugs and UI issues as needed*** Monitoring the service health
* Addressing pending digital accessibility issues
* Addressing user feedback regarding issues with the design and interactions
* Monitoring and proposing solutions to bugs affecting the design and interaction
* Making small improvements linked to issues with the design and interactions
* Fixing major issues such as ensuring that access to the service remains stable, within reasonable period (excluding weekends and bank holidays)
 |

**Essential Skills Deliverables:**

|  |
| --- |
| * Data management system experience such as CKAN
* Development programming language experience such as Python
* API integration and implementation experience
* UI development experience using React JS or similar libraries
* Semantic web / metadata management / taxonomy / ontology experience including but not limited to SKOS, RDF, OWL, DCAT and Schema.org
* Graph database (triplestore / quadstore) implementation experience
* Amazon AWS hosting and service experience and maintenance
* Kubernetes / pulumi container deployment experience
 |

**Deliverables**:

|  |
| --- |
| * Add and update Github pull code requests, reviews and commits to the website
* Update and completion of assigned tasks as described in agile Jira tickets
* Update or creation of Knowledge transfer documentation
* Report and Proof of concept demonstrating use of a graph database with semantic querying and reasoning of standards metadata
* Maintain a 98% availability of website uptime to a SLA of 8-6, 5 days a week as per the NHS Digital bronze level SLA:

Service characteristics include:* + business hours support between 8am and 6pm, Monday to Friday, but not bank holidays
	+ service availability of 98%
	+ DR recovery optional - dependent on outcome of business impact analysis
	+ ad-hoc MI reporting
 |

**Proposed Terms and Conditions**

The proposed terms and conditions for this engagement are the NHS Standard Terms and Conditions of services: Purchase Order Version.

The contract will start January 1st 2023 to March 31st 2023 with an option to extend for 3 months. Any extensions requested will be based on the same pricing for the original term.

No amendments shall be considered or accepted in relation to the Terms and Conditions. Failure to accept the terms will result in disqualification.

There are available to view on <https://www.gov.uk/government/publications/nhs-standard-terms-and-conditions-of-contract-for-the-purchase-of-goods-and-supply-of-services>.

The Purchase Order will serve as the contract.



1. Responding to ITQ

###### When responding to this ITQ, Bidders must ensure that their Tender covers all the information required. Bidders must complete their Tenders within the Authorities procurement portal (Health Family Joint Commercial System set out in the "Supplier Response Form". Failure to do so may render the response non-compliant and it may be rejected.

### In evaluating Tenders, the Authority will only consider information provided in the Supplier Response Form.

### Bidders should not assume that the Authority has any prior knowledge of the Bidder, its practice or reputation, or its involvement in existing services, projects or procurements.

### If there are any questions that do not apply to a Bidder, please answer with a N/A and explanation where appropriate.

### Where any section of the ITQ indicates a word limit, any response will be reviewed to that word limit and any additional information beyond that word limit will not be considered. Bidders must provide a word count for each question response.

###### The Authority may at its own absolute discretion extend the Deadline for receipt of Tenders specified in the timetable. Any extension to the Deadline granted under this paragraph will apply to all Bidders.

###### Tenders must be submitted via the Authorities procurement portal (Atamis) no later than the ITQ submission Deadline specified in ‘Timetable’. Tenders may be submitted at any time before the Deadline.

###### Tenders received before this Deadline will be retained unopened until the opening date.

###### The Tender and any documents accompanying it must be formatted in Word or Excel as appropriate and be in the English language.

###### Price and any financial data provided must be submitted in or converted into pounds sterling. Where official documents include financial data in a foreign currency, a sterling equivalent must be provided. Tender pricing must be provided excluding Value Added Tax (VAT).

Bidders Details:

The following is an outline of what will be required and found on Atamis. Please complete this on the Atamis portal directly.

*Please ensure a response is provided for all the sections below.*

|  |  |
| --- | --- |
| *Company Name* |  |
| *Company Address* |  |
| *Company’s representative name and title* |  |
| *Contact telephone number* |  |
| *Email address* |  |
| *Address for correspondence* |  |
| *Date of Submission* |  |
| *Company Registration Number* |  |
| *VAT Registration Number* |  |

# Further Bidder Information:

*Please ensure a response is provided for all the questions below.*

|  |  |  |
| --- | --- | --- |
| ***1.*** | *Has your organisation met all its obligations to pay its creditors and staff during the past year?* |  |
| ***2.*** | *If your answer to the above is No, have you rectified the situation resulting in your organisation now being able to pay its creditors and staff?* |  |
| ***3.*** | *Is your company or any group company (your Organisation) or are any of the directors/partners/proprietors in a state of bankruptcy, insolvency, compulsory winding up, and receivership, composition with creditors or subject to relevant proceedings?* |  |
| *4.* | *Please confirm that data is stored in line with the General Data Protection Regulations 2018 where applicable* |  |
| *5a.* | *Please confirm that you accept NHS England’s Purchase Order Terms and Conditions in full with no modifications. This offer and any contract arising from it shall be subject to these Terms and Conditions and all other items or instructions as issued in this bidder response.* [*https://www.gov.uk/government/publications/nhs-standard-terms-and-conditions-of-contract-for-the-purchase-of-goods-and-supply-of-services*](https://www.gov.uk/government/publications/nhs-standard-terms-and-conditions-of-contract-for-the-purchase-of-goods-and-supply-of-services) |  |
| *5b.*  | *Please confirm that you accept that any modifications to the Terms and Conditions will be rejected and may result in the bid being rejected.*  |  |
| *6*. | *Please confirm that all invoicing shall be processed through Tradeshift in line with NHS England and Improvements processes.* |  |

Bidder’s Response

Please ensure a response is provided for both the Quality (A) and Commercial (B) sections on Atamis by downloading the attachments and reuploading once completed.

1. Quality

The questions below are for reference only and will be found within Health Family Joint Commercial System.

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|  |  |  |  |
| --- | --- | --- | --- |
| **Question 1** |  | **Question % Weighting** | 15 |
|  |  |
| 1 – Please provide an example of where you have in an agile manner technically supported the cloud hosting and maintenance of a live website with a data or content management system within the NHS or public sector. |
| **Supplier Response** |
| The maximum total word count for this section is 500 |

|  |  |  |  |
| --- | --- | --- | --- |
| **Question 2** |  | **Question % Weighting** | 15 |
|  |  |
| 2 – Please provide an example (including any tooling or issues encountered) of where you have integrated and implemented a large taxonomy or ideally ontology into a live website or service and the additional capabilities you added to the system while doing so. |
| **Supplier Response** |
| The maximum total word count for this section is 500 |

|  |  |  |  |
| --- | --- | --- | --- |
| **Question 3** |  | **Question % Weighting** | 15 |
|  |  |
| 3 - Please provide an example (including any tooling or issues encountered) of where you have implemented a graph database to offer semantic querying and reasoning to improve user experience such as semantic search or as a vocabulary to enable natural language processing. |
| **Supplier Response** |
| The maximum total word count for this section is 500 |
| **Question 4** |  | **Question % Weighting** | 15 |
|  |  |
| 4 – Please provide an example of where you have used the outcomes of user centered design to implement metadata, reference data, data quality or data collection processes into a content or data management system. |
| **Supplier Response** |
| The maximum total word count for this section is 500 |

**B) Sustainability and Social Value**

|  |  |  |  |
| --- | --- | --- | --- |
| **Question 5** |  | **Question % Weighting** | 10 |
|  |  |
| 5 – Demonstrate how you have ensured or continued to ensure a diverse representation of users have been included in the research, development or implementation of a product or service |
| **Supplier Response** |
| The maximum total word count for this section is 500 |

C) Commercial

|  |  |  |  |
| --- | --- | --- | --- |
| **Commercial** |  | **Question % Weighting** | 30% |
|  |  |
| Please provide a cost breakdown to undertake the work in the ‘Supplier Response’ box below. Your breakdown should also include the total cost exclusive of VAT to the Authority. Please be aware that MAX budget for this project is £95k, bids above this will disqualified. |
| **Supplier Response** |
|

|  |  |  |
| --- | --- | --- |
| ***Deliverable 1*** | ***Number of days*** | ***Cost*** |
| *[Role name]* |  |  |
| ***Deliverable 2*** |  |  |
| *[Role name]* |  |  |
| ***Deliverable 3*** |  |  |
| *[Role name]* |  |  |
| ***Deliverable 4*** |  |  |
| *[Role name]* |  |  |

 |

**C) Confirmation**

|  |  |
| --- | --- |
| **Confirmation** |  |
|  |  |
|  |
| **Supplier Response** |
| *…………..**Name:**Job Title:**Date:* |