**Document 1**

Provision of

Website Design and Development for AGEM

**Invitation to Tender (ITT) Information and Instructions**

**On behalf of:**

**NHS Arden & GEM CSU**

**ITT Reference Number: AGEMCSU/TRANS/18/553**

**Date of Issue: Monday 16th July 2018**

**Submission of Tenders Deadline: Monday 30th July 2018**

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# Introduction

* 1. Arden & Greater East Midlands Commissioning Support Unit (Arden & GEM CSU) is conducting this Invitation to Tender (ITT) exercise.
	2. These instructions are designed to ensure that all Invited Bidders are given equal and fair consideration. Therefore, it is important that Bidders provide all of the information asked for and in the format and order specified.
	3. Bidders should read these instructions carefully before compiling their Tender Response documents.
	4. All material issued in connection with this ITT shall remain the property of the Contracting Authorities. The Bidder shall ensure that each and every sub-contractor, consortium member (“Bidder Member”) and advisor, where applicable, abides by the terms of these instructions.
	5. All information supplied to Invited Bidders by Arden & GEM CSU in connection with this procurement exercise shall be regarded as confidential. By submitting a Tender the Bidder agrees to be bound by the obligation to preserve the confidentiality of all such information.
	6. This invitation and its accompanying documents shall remain the property of Arden & GEM CSU and must be returned on demand.

# Procurement Process and Instructions

* 1. Bidders must submit their final submission Bids via: <https://ardengemcsu.bravosolution.co.uk/web/login.html>, no later than 1700 hours on Monday 30th July 2018 (“the Deadline”). Bids may be submitted at any time before the closing date and amended as many times as necessary before the Deadline. Bids received before the Deadline will be retained unopened until after the Deadline for receipt of Bids.
	2. NHS Arden & GEM CSU reserve the right not to consider any bid response received after the Deadline and failure to submit a response by the Deadline may result in the disqualification of the Bidder from participating in this Procurement.
	3. If you have any queries during the ITT they must be raised through the messaging service for this opportunity on Bravo. Strictly no other forms of communication to Arden & GEM CSU will be accepted (including telephone calls, postal queries/submissions, faxes or email communications) and you will be redirected to the messaging service. The messaging service will remain open up until

The deadline to submit bids, however all requests for clarification must be submitted by the deadline stated in table1 below.

# Bidder Clarification

* 1. All requests for clarification about the requirements or the process of this Procurement must be submitted via the messaging area within the ITT: <https://ardengemcsu.bravosolution.co.uk/web/login.html>.
	2. Please make sure that such clarifications are made well in advance of the deadline for clarifications as per the dates outlined in Table 1 – this deadline allows the Commissioner and NHS Arden & GEM CSU to reply to clarification questions ahead of the deadline of the ITT itself. No clarifications made outside of the ITT will be accepted (including those made by telephone, fax, email or postal queries).
	3. NHS Arden & GEM CSU will endeavor to respond to each clarification question received during the clarification stage within one working day.
	4. No further questions or requests for clarification will be accepted after 1700 hours on Wednesday 25th July 2018.
	5. In order to ensure equality of treatment of Bidders, NHS Arden & GEM CSU intends to publish the questions and clarifications raised by Bidders together with responses from the Commissioners to all participants as they arise, via the messaging area (broadcast message). This is unless the question is deemed to be specific only to the Bidder asking the question, and is not considered relevant to the process or ITT.
	6. Bidders should indicate if a query is of a commercially sensitive or confidential nature

– where disclosure of such query and the answer would, or would be likely to, prejudice its commercial interests. Bidders must set out the reason(s) for non- disclosure to other Bidders. However, if NHS Arden & GEM CSU does not either consider the query to be of a commercially sensitive or confidential nature, or considers it a query which all Bidders would potentially benefit from seeing both the query, they will hold at their discretion the right to refuse such a request and will inform the requesting Bidder of any such decision. The Bidder will then have the right to withdraw the question or clarification.

* 1. During the ITT bid evaluation stage, NHS Arden & GEM CSU may request written clarification from bidders on their bid, any requests by NHS Arden & GEMCSU for clarification on bids shall be made in writing to the relevant authorised representative. Bidders’ responses will be required via Arden GEM CSU BravoSolutions e-tendering portal and within a clearly set deadline, which must be adhered to.
	2. You should also ensure that appropriate members of your organisation have access to Bravo as further details or requests for information may be sent during the ITT process and you may be required to respond. You should identify your organisations representative(s) and it is your responsibility to ensure that these persons have the capacity and consents to make and communicate appropriate decisions throughout this process.

**Table 1 - Timetable –** The indicative timeline for the process is detailed below;

|  |  |
| --- | --- |
| Stage | Date |
| ITT Live | Monday 16th July 2018 |
| Deadline for receipt of Bidders clarification questions | Wednesday 25th July 2018 |
| Deadline for receipt of bids | Monday 30th July 2018 |
| Evaluation of Bids complete | August 2018 |
| Interview of shortlisted Bidders | August 2018 |
| Advise Bidder(s) of outcome | August 2018 |
| Service Commencement Date | September 2018 |

# Preparing your Tender

* 1. Bidders must obtain for themselves and sub-contractors, at their own responsibility and expense, all information necessary for the preparation of Tenders.
	2. Bidders are required to complete and provide all information required by the Commissioners in accordance with the requirements of the offer. Failure to comply with the terms of the offer may lead to Arden & GEM CSU rejecting a Tender on behalf of the Commissioners.
	3. Arden & GEM CSU may exclude from the ITT process any Bidders who have been found to:
		+ be in breach of confidentiality or intellectual property rights;
		+ have deliberately provided false or misleading information in response to any part of this offer;
		+ have canvassed any employee of Arden & GEM CSU or the Commissioner concerning the award of the contract; or
		+ have committed any act justifying exclusion from further participation in this tender process, as identified elsewhere in this offer;

and may pursue such remedy or take such other action in relation to the above matters as it considers appropriate.

* 1. The documents that are being published with this Tender opportunity are;

|  |  |
| --- | --- |
| **Document** | **Contents** |
| **Document 1**Invitation to Tender (ITT) Information and Instructions ITT Document *(This Document)* | Detailed overview of ITT process with information on assessment and award criteria |
| **Technical Envelope** | Questions Potential Bidders must complete and return the response document contained within the technical envelope within the Bravo e- Procurement Portal |
| **Document 2**Service Specification | Service Specification |
| **Document 3**Procurement Declarations | Various declarations such as Conflict of Interest, Form of Offer etc. |

* 1. The terms and conditions of contract are the NHS Terms and Conditions for Provision of Services – a link to the contract documentation can be found here [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)
	2. Arden & GEM CSU is not bound to accept the lowest or any offer.
	3. The Bidder should at the request of Arden & GEM CSU be prepared to discuss any aspect of its Tender at any stage.

# Documentation and Attachments

* 1. Only documents and attachments requested should be included with your Tender. Any other documentation that you include will not be read and therefore not considered during the evaluation.

# Evaluation

* 1. The evaluation process will be conducted to ensure that Tenders are evaluated to ascertain the most economically advantageous tender (MEAT). Economic advantage is interpreted as affordable value for money (VfM).

**Table 2 - The Evaluation Stages**

|  |  |  |
| --- | --- | --- |
| **Evaluation** | **Process** | **Detail** |
| Stage 1: | Evaluation of Bids | See sections 8, 9 & 10 below |

|  |  |  |
| --- | --- | --- |
| **Evaluation** | **Process** | **Detail** |
| Stage 2: | Selection of a recommended Bidder | See section 12 below |

# Right to Cancel or Vary the Process

* 1. NHS Arden & GEM CSU reserves the right:
		+ To cancel or withdraw from the Procurement process at any stage;
		+ Not to award a Contract under this Procurement process.

# Scoring Guide

* 1. Questions will be evaluated on a scored basis with each question weighted as set out within Table 4, and scored using the scored questions evaluation mechanism set out in Table 3 below – except Finance which will be scored on an inverse percentage basis out of **20.00%** (See section 10 below).

**Table 3 -** Scored questions evaluation mechanism

|  |  |  |
| --- | --- | --- |
| **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.** Some minor additional benefits 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** | **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. |
| **Major Reservations** | **1** | **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. |

* 1. On any question, a Score of 0 will be given no marks, whereas scores of 1, 2, 3, 4 and 5 will gain 20%, 40%, 60%, 80%, 100% respectively.
	2. **Award Criteria & Weighting**
	3. The below table details the criteria and evaluation method for this ITT including weightings.

**Table 4** - Criteria and evaluation method for this process

|  |  |
| --- | --- |
| **Evaluation Criteria**  | **Weighting** |
| Q.1 Are both primary and secondary data centres for hosting and backup of websites located in the EU, preferably based in the UK? | Pass | Fail |
| Q.2 Do you have an established patch management and backup policy for server, operating system and software? Could we have a copy of this? | Pass | Fail |
| Q.3 Please provide current versions for software and operating systems used | Pass | Fail |
| Q.4 Compliance to the following:ISO 27001: Information Security Management System (If you are not currently compliant with ISO, please can you confirm your plan to ensure you will be compliant within 6 months of the contract start date). | Pass | Fail |
| Q.5 Compliance to the following:PCI Data Security Standards (PCI DSS) | Pass | Fail |
| Q.6 Compliance to the following:DCIM | Pass | Fail |
| Q.7 Please confirm you will ensure these sites will have an SSL certificate and use the https protocol | Pass | Fail |
| Q.8 Please confirm and describe how you will ensure the use of robust HTML 5, CSS and JavaScript is expected on the front-end of the site | Pass | Fail |
| Q.9 Please confirm how you will store content and user information within a secure database. i.e. Sensitive data stored on the database to be encrypted. Passwords must be appropriately hashed and not stored in plain-text | Pass | Fail |
| Q.10 Please describe how your content management system allows all content to be safely edited by Arden & GEM trained administrators | Pass | Fail |
| Q.11 Please describe the different permission levels within your content management system. | Pass | Fail |
| Q.12 Please describe how you would prepare a robots txt file | Pass | Fail |
| Q.13Please describe how you would install Google analytics | Pass | Fail |
| Q.14 Please describe how you stop pop-ups, modal boxes etc. | Pass | Fail |
| Q.15 Please confirm that any domain names registered on behalf of this tender, must be registered to us the client | Pass | Fail |
| Q.16 Please confirm how you will ensure this is compatible and remain compatible and fully tested with all modern browsers. Including Chrome, Firefox, Edge, Internet Explorer 11 and Safari | Pass | Fail |
| Q.17 Please confirm that each page of the sites will load within 3 seconds | Pass | Fail |
| Q.18 Please confirm the website will be built with valid HTML5 mark-up to W3C standards as set out within the specification | Pass | Fail |
| Q.19 Please describe your organisations capability to set up and manage forums | Pass | Fail |
| Q.20 Please describe your organisations capability to host and display podcast and video content | Pass | Fail |
| Q.21 Please give examples of your experience of hosting and building websites, particularly for public sector organisations | 10% |
| Q.22 Please outline how will you deliver this project within the timescale (please provide an outline project plan) – all sites transferred to new provider by 1st September | 10% |
| Q.23 Please outline your proposed team and their specific experience relative to the required services | 10% |
| Q.24 Case studies, give examples of your experience of hosting and building websites, particularly for public sector organisations | 10% |
| Q.25 Currently the organisation is using Office 365 for a collaboration system and would be looking for similar levels of availability (99.9% and fiscally backed for drops in service that exceed the tolerance). Please provide your current and last years’ service availability information. | 6% |
| Q.26 Please provide supporting evidence for your current Backups and Disaster Recovery plan, also how frequent is this plan reviewed and tested. | 6% |
| Q.27 Please provide supporting evidence of your current response times for priority levels 1-5 as detailed within the specification. Please provide your proposed plan for day to day support and also out of hours support. | 6% |
| Q.28 Please describe how you would set out your proposed plan for our training requirements | 6% |
| Q.29 Please provide how you plan to provide load tests in relation to the hosted environment. Please provide example reports to demonstrate previous work | 6% |
| Q.30 Please describe how you propose to meet our SEO and Google Analytics requirements set out within the service specification | 5% |
| Q.31 Please provide details of your CMS software, including user account types and functionality | 5% |
| Q.32 Please provide a cost breakdown to undertake the work.Differential cost analysisThe lowest, but feasible, price is awarded the full percentage score listed above and is then converted into a score

|  |  |
| --- | --- |
| **Contract year/item** | **Cost** |
| Year 1 |  |
| Year 2 |  |
| Year 3 |  |
| Typical costs for a new website of a similar specification |  |
| Migration costs at end of contract per site |  |

 | 20% |
|  |  |
| **Total marks available** | **100%** |
|  |  |

The scored questions detailed above will be individually scored based on the criteria detailed in section 8.1 (Table 3) of this document and a % score calculated (see section 8.2 above) out of a maximum of 5. The weighting for each question (detailed in table above) will then be applied to each questions % score to achieve the weighted question score. The weighted question scores for the questions will then be added together to achieve the **Total Quality score**. Please note that any supplier who does not achieve a Total Quality Score of at least 60% of the total available i.e. a total score of at least 48%, will be excluded from further consideration and will not have their financial submission evaluated.

# Financial Assessment:

The Service Cost / Price element of this tender will be scored on the basis of the lowest aggregated day rate being awarded the full 20%. Scores for the prices submitted by other bidders will be awarded a score as an inverse percentage and will receive a score below 100%. The price weighting (20%) will then be applied to give the **Total Price Score.**

Tender 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 (20% following weighting). All other Tenders will be compared against that lowest Tender using the formula:

(A / B) x 20

A = price of lowest compliant Tender B = price of the Tender being evaluated.

Bidders are asked to quote their most competitive price for the purposes of the evaluation

Example

Supplier A – £400.00

Supplier B – £450.00

Supplier C – £500.00

Supplier A will be awarded the full 20%

Supplier B will be awarded 17.78% (400/450\*20)

Supplier C will be awarded 16.00% (400/500\*20)

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.

# Contract

* 1. The terms and conditions of contract applicable to this procurement are the **NHS Terms and Conditions for Provision of Services** – a link to the contract documentation can be found here [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)

By submitting a bid, providers will be deemed to accept these terms and conditions of contract.

* 1. Contract Term – The Service will commence September 2018 for a period of 2 years, with an option to extend for 12 months.
	2. The contract Terms and Conditions are not negotiable at any time. Bidders may seek clarification (as set out in Section 3 above) only in respect of any points of ambiguity or apparent error in the contract Terms and Conditions.

# Selection of Preferred Bidder

* 1. Following completion of the stages 1 to 2 inclusive (Table 2 - The Evaluation Stages), and the financial evaluation as described above, and subject to meeting the requirements at each stage, a single consolidated score will be established for each Bidder by adding together the **Total Quality Score** and the **Total Price Score**. The Recommended Bidder will be the Bidder that offers the most economically advantageous tender, i.e. bids within financial threshold, has passed all pass / fail questions and achieves the highest combined quality and price score.
	2. Other Bidders may still be held in ‘reserve’ as NHS Arden & GEM CSU

/Commissioners reserve the right to re-engage with any other Bidder whose bid/s meets the required evaluation standards.

# Bidder Notification of Evaluation Outcome

* 1. Following approval of the Preferred Bidder by the Commissioners, NHS Arden & GEM CSU will inform all Bidders of the outcome of the evaluation, via the message area on Bravo.

# Bravo Helpdesk

* 1. Should you need to contact the Bravo helpdesk regarding system operations, details are below;
		+ The Bravo Helpdesk is manned from 08:00 to 18:00 weekdays
		+ Emails can be sent at any time of the day but responses will only be sent between
		+ 08:00 and 18:00 weekdays.
		+ The Bravo eTendering system is available 24/7.
		+ Bravo Helpdesk Tel No.: 0800 368 4850.
		+ Bravo Helpdesk email address: help@bravosolution.co.uk