

**MARKET ENGAGEMENT EXERCISE**

**DIGITAL BOARD SOFTWARE**

**Project Reference:** **SSRO-C-127**

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# INTRODUCTION

The Single Source Regulations Office or SSRO is an executive non-departmental public body, sponsored by the Ministry of Defence (MOD). We play a key role in the regulation of single source, or non-competitive defence contracts.

When undertaking our statutory functions, we aim to ensure that good value for money is obtained in government expenditure on qualifying defence contracts, and that persons who are parties to qualifying defence contracts are paid a fair and reasonable price under those contracts.

The Defence Reform Act 2014 (‘the Act’) created a regulatory framework for single source defence contracts. The framework came fully into force in December 2014, following Parliamentary approval of the Single Source Contract Regulations 2014. The framework places controls on the prices of qualifying contracts and requires greater transparency on the part of defence contractors. The SSRO is at the heart of the regulatory framework, supporting its operation.

The SSRO would like to notify you of an upcoming requirement, and by doing so they are keen to understand where the market stands in terms of their requirement below.

This is a market research exercise for the supply of Digital Board Software.

The SSRO are reaching the end of their current contract for Digital Board Software and would like to invite potential suppliers to provide a virtual demonstration of their system as these demonstrations will help inform and shape the specification.

Through this market engagement the SSRO wishes to fully understand the market interest in delivering these services and the potential range of service models available for future delivery.

We welcome your input into the process through the market engagement exercise.

# OUR AIMS - WHAT WE WANT TO ACHIEVE

**Scope**

The scope of the requirement includes provision of a Digital Board Software package, the development and administration of the system and end user training and ongoing support. It also covers the management of the SSRO’s data ensuring that it is kept safe, secure, and available.

**What we are asking you to provide**

A virtual demonstration of your solution. This should take the format laid out below. The sessions should not take more than **45** minutes.

During your demonstration we would like to see how your solution provides end-to-end processes for our staff delivering services and any innovative functionality to improve practice.

You will be able to use this form to request sessions for your virtual demonstrations. See the timetable of dates and times in SECTION 5. We will only invite demonstrations from organisations who can fulfill the full range of requirements. You can request sessions if you work with a partner organisation or subcontract some elements to another organisation and can demonstrate your solution. However, we do not wish to see demonstrations from organisations who can only cover some of the elements. You would be expected to demonstrate functionality that covers all requirements.

Please select the sessions you would like to attend, ranked in order of preference.

Virtual demonstrations can be arranged via Teams. If you have an alternative meeting platform this can be considered.

**Virtual Demonstration**

**Covers**

|  |  |
| --- | --- |
| **Required service** | **Service overview** |
| Administrator requirements | Provision of software that can create agendas, compile, and publish papers intuitively from specified templates. |
| Meeting participant requirements | Provision of an easy to use, intuitive interface for meeting participants, with simple navigation between papers on the agenda for up to 30 users (including 3 administrators).  The ability to make and share comments on papers. |
| Non-functional requirements | A service that is available on a variety of platforms, and a support team that is available and quick to respond remotely to all users of the software. Management of the SSRO’s data ensuring that it is kept safe and secure. |

**Core system and software requirements**

* + 1. For **Administrators**, the Digital Board Software will:

1. Create agendas, compile, and publish papers intuitively from a template, with a drag and drop facility.
2. Support common document formats, with no need to convert to PDF before upload and distribution, and a faithful conversion of any file format.
3. Provide detailed permissions that allow control over access between meeting participants/users.
4. Distribute packs of papers instantly to participants, with email alerts sent directly from the system.
5. Allow simple, instant republishing of individual papers in a pack, while retaining annotations that have already been made by meeting participants on previous versions of that paper.
6. Provide the ability for the administrator to download the final pack of Board papers into a single PDF.
7. Allow the administrator to add or remove users without contacting the supplier. (For the purposes of referrals, the administrator and some users will be temporary.)
8. Provide for multiple committee areas to be set up and managed. Users should only have access to specified committee areas, as set by the administrator.
9. Provide an area to store supplementary or general information that is not related to specific committees or meetings (a ‘reading room’ or additional ‘shelf’).
   * 1. For **meeting participants/users**, the software will:
10. Be easy to use, with an intuitive interface and simple navigation between papers on the agenda. Meeting packs should include automatic page numbers, links, and navigation tools such as tabs for individual papers.
11. Allow meeting participants to read, annotate, add notes, and highlight electronically.
12. Provide an option to share annotations and notes with other meeting participants or mark annotations as private.
13. Allow meeting participants to work offline or online, with synchronisation of any changes that have occurred during the offline period.
14. Ensure that past meeting documents (starting from the date of the contract award) are easily accessible within the software.
15. Include a setting that does not allow it to ‘sleep’ for a set number of hours.

*Additional deliverables*

* + 1. The following additional features are desirable:

1. Ability to print papers and annotations if required.
2. Search functionality within a set of papers or meetings.
3. Reporting for administrators on which meeting participants are accessing committee papers and on which dates.

**ICT and Security Requirements**

* The SSRO takes the security of the information it holds seriously. The information contained within reports may be subject to the restrictions contained in Schedule 5 of the Defence Reform Act 2015, for which unlawful disclosure may be a criminal offence. The ultimate contract entered into with the successful supplier will contain the relevant Security Requirements with which the successful supplier must comply, including for information classified as OFFICIAL-SENSITIVE.
* The successful supplier will be required to hold a relevant and current ISO27001:2013 certification and commit to maintaining this for the entire contract period.
* The SSRO maintains Cyber Essentials Plus certification and the successful Supplier shall have and maintain Cyber Essentials Plus (or equivalent) accreditation for the Contract Period.

**Training and Ongoing Support**

* The supplier will be required to train up to 4 administrators from the SSRO on the functionalities and use of their technology/software platform, prior to roll-out of the system. The supplier shall also be required to provide a single training event for meeting participants/users.
* The supplier shall be required to provide ongoing training at the SSRO’s office as reasonably required to ensure a smooth running of the service and to foster greater understanding and ensure service delivery.

**APPENDIX 1 DRAFT SPECIFICATION**

# INSTRUCTIONS FOR VIRTUAL DEMONSTRATIONS

* 1. Please complete the timetable in SECTION 5 (Response to the Market Engagement Exercise) as far as you are able.

* 1. You must be able to provide a virtual demonstration for one or more of the dates.

* 1. All organisations are required to complete the declaration within SECTION 6.

* 1. **Return of response**

Your completed response must be submitted electronically to: [procurement@ssro.gov.uk](mailto:procurement@ssro.gov.uk).

Completed forms (SECTION 5 and SECTION 6) should be uploaded to [procurement@ssro.gov.uk](mailto:procurement@ssro.gov.uk).  (Project reference: **SSRO-C-127 Digital Board Software** no later than 5pm on the 30 October 2023. Suppliers are encouraged to respond as soon as possible to enable planning/scheduling to take place. The SSRO will confirm all booked sessions by **Debbie Hewitt –** [**debbie.hewitt@SSRO.gov.uk**](mailto:debbie.hewitt@SSRO.gov.uk)

OUR TIMETABLE

|  |  |
| --- | --- |
| **DATE** | **ACTIVITY** |
| 16th October 2023 | Publication of the Market Engagement Documents |
| 24th October 2023 | Deadline for Supplier Clarification questions |
| 27th October 2023 | Publication of responses to Market Engagement Documents Clarification questions |
| 30th October 2023 | Deadline for submission of a Market Engagement Documents Response |
| 1st November 2023 | Analysis of Market Engagement Documents Demonstrations |
| 27th November 2023 | Confirm next steps to Market Engagement Documents Respondents |

**PLEASE NOTE – whilst specific or commercial information provided will not be used in any future procurement process, the feedback provided through this market engagement exercise may be used to shape or refine service specifications.**

**Completion of this response and any involvement in the market engagement exercise does not confer any right or expectation that a formal procurement process will be undertaken and/or the organisation will be selected to** **enter into the contract. Please read and complete the Declaration in SECTION 6 of this document.**

1. QUESTIONS AND CLARIFICATIONS

Suppliers may raise questions or seek clarification regarding any aspect of this market engagement exercise by **Tuesday 24th October 2023**. Questions must be submitted to [procurement@ssro.gov.uk](mailto:procurement@ssro.gov.uk).

To ensure that all suppliers have equal access to information regarding this procurement, responses to questions raised by suppliers will be published in a questions and answers document, which will be published on Contracts Finder on the date noted in the timetable above.

Responses to questions will not identify the originator of the question.

If a supplier wishes to ask a question or seek clarification without the question and answer being published in this way, then the supplier must notify us and provide its justification for withholding the question and any response. If we do not consider that there is sufficient justification for withholding the question and the corresponding response, the supplier will be invited to decide whether:

* the question/clarification and the response should in fact be published; or
* it wishes to withdraw the question/clarification.

 GENERAL CONTACT POINT FOR THIS MARKET ENGAGEMENT EXERCISE

|  |  |
| --- | --- |
| **Market Engagement Lead** | |
| Name: | Debbie Hewitt |
| Telephone Number: | 02037714780 |
| Email Address: | procurement@ssro.gov.uk |

5. RESPONSE TO THE MARKET ENGAGEMENT EXERCISE

Please complete this timetable as far as you are able and please rank your selection on order of preference:

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Session 1** | | **Session 2** | | **Session 3** | | **Session 4** | |
| **Date & Time** | **Rank** | **Date & Time** | **Rank** | **Date & Time** | **Rank** | **Date & Time** | **Rank** |
| **23 Oct**  **10.00-12.00, 14.00-16.00** |  | **24 Oct**  **13.00-16.00** |  | **26 Oct**  **10.00-12.00, 14.00-16.00** |  | **30 Oct**  **10.00-12.00, 14.00-16.00** |  |

**5.1 - Platform for virtual demonstrations**

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| --- |
| 1. Can you provide your virtual demonstrations via Teams? |
| **YES/NO** |
| 1. Do you prefer an alternative to Teams? If so, please provide details. |
|  |

**5.2** - **ORGANISATION DETAILS**

|  |  |
| --- | --- |
| **Name and Address**  Please provide the name, address, and contact details for your organisation: | |
| **Organisation Name:** | |
| **Address:** | |
| **Contact Name:** | **Email:** |
| **Phone:** | **Website (optional):** |
| **Organisation Status:**    Sole Trader  Partnership  Limited Company  Public Limited Company  Not-for-Profit    Other (please specify) | **YES / NO**  **YES / NO**  **YES / NO**  **YES / NO**  **YES / NO** |

# 6. DECLARATION

By sending this completed response to the SSRO you are undertaking that you are authorised by the under mentioned organisation to supply the information given above, and that you understand and agree that:

* 1. Participation in this market engagement exercise will not affect or preclude any organisation from participating in any future procurement process.
  2. The SSRO reserves the right to enter into dialogue with any of the organisations which provide details as part of this market engagement process, prior to conducting a procurement exercise, to clarify the information provided in this submission and/or gain further information.
  3. The SSRO is not obliged to enter into further dialogue with any party that responds. This will be undertaken at the sole discretion of the SSRO.
  4. Information provided in response to this market engagement exercise may be used to help shape the service specification and may be released into the public domain (albeit without attributing responses to any specific organisation).
  5. Any and all costs associated with the production of such a response to a market engagement exercise must be borne by the supplier. The SSRO will not contribute in any way to meeting the production costs of any response.
  6. The SSRO expects that all responses to this market engagement exercise will be provided by suppliers in good faith to the best of their ability in the light of information available at the time of their response.
  7. No information provided by a supplier in response to this market engagement exercise will be carried forward, used, or acknowledged in any way for the purpose of evaluating the supplier, in any subsequent formal procurement process.

|  |  |
| --- | --- |
| **Before returning this document, please complete the following:**  *Information in this document was provided by:* | |
| **Name:** |  |
| **Position:** |  |
| **Tel number:** |  |
| **Email address:** |  |
| **For and on behalf of:** |  |
| **Date:** |  |