23 February 2018

Dear Sir/Madam,

**Request for Quotation: Information Asset and Data Flow Mapping Tool - PRJ-617**

I am writing to you on behalf of NHS England London Region (the Contracting Authority). We currently have a requirement for the **Information Asset and Data Flow Mapping Tool,** the details of which are set out in the Annex A to this RFQ letter.

We need our chosen supplier to commence the service provision in the week commencing 1st April 2018 and finish the work on or before 31st March 2019, or later subject to the agreement of both parties to extend the contract for a period of no longer than 2 years.

Please note the attached (Annex B) NHS Standard Terms and Conditions for the Provision of Services Contract will apply to any contract awarded as a result of this quotation exercise.

If you are interested in quoting for this requirement, please reply with a completed ‘bid response document’ to the following email box [nelcsu.clinical-procurement@nhs.net](mailto:nelcsu.clinical-procurement@nhs.net) **by 12:00 noon on 6th March 2018** with the following information:

* Full name and address of supplier, our reference number and your contact details;
* Details of services to be supplied including details in response to the requirements set out in the Annex A / the evaluation criteria to this letter and a referee (preferably public sector);
* Expected delivery / start / finish date, and a project time table;
* Total price excluding VAT (Annex C);
* Confirmation of acceptance of the terms and conditions of contract (Annex B);
* Annex D – Conflict of Interest Declaration.

NHS England is seeking quotations from a number of suppliers.

The timeline for the Procurement is set out below:

|  |  |
| --- | --- |
| **PRJ617** | **Date** |
| Documentation published to Contracts Finder | 23/02/2018 |
| Deadline of receipt of clarification questions | Monday 06/03/2018 at 12.00 noon |
| Deadline for receipt of RFQ bids via the stated email address | Monday 06/03/2018 at 12.00 |
| Evaluation | 06/03/2018 to 08/03/2018 |
| Recommendation to award by NHS England | 16/03/2018 |
| Notification of Results | 16/03/2018 |
| Contract Start date | 01/04/2018 |

The following criteria will apply to the selection of the successful supplier:

| # | Evaluation Criteria | | Weight |
| --- | --- | --- | --- |
| **1** | **Proposed Approach** | | **80%** |
|  | 1.1 | **Clear Methodology**  Please describe how your software solution will enable NEL CSU and its customers to meet the legal requirement:  GDPR - Articles 3, 28-31 and Recitals 22-25, 81-82 require Data Controllers and Data Processors to adhere to legal requirements which include records of processing, which comprise a register of Information Assets and data flow mapping as the record of processing. | 10% |
|  | 1.2 | **Project Delivery Plan including referral pathway**  Please describe how you would deploy your tool, working with NEL CSU staff, including training requirements and how you would facilitate updates and changes to the software and/or its configuration. | 10% |
|  | 1.3 | Proven experience and capability in the field (provide details of previous experience of carrying out similar projects)  Please describe how your software solution, using examples of your previous experiences, has been able to deliver the tool that enables an organisation to appropriately document and meet current and future legal requirements. | 10% |
|  | 1.4 | **Evidence of Quality Assurance for your organisation in the delivery of interventions offered**  Please include user functionalityin your response, specifically:   * Allocation of information assets and flows (responsibility) to users specified as DPO, SIRO, Information Asset Owners and Information Asset Administrators. * The ability to record approval of information assets and flows (and have this recorded against the asset or flow) by Information Asset Owners and Administrators. * Users allocated to multiple organisations must be able to view each independently to focus on risk just for the organisation being reviewed. | 20% |
|  | 1.5 | **Demonstrated ability to work to deadlines**  Please describe your intended service support methodology and how you will enable the organisational hierarchy, mapping and asset management requirements listed below will be met.  **Organisational Hierarchy**   * The ability to have multiple organisations, not visible to each other, but visible and fully manageable by the system administrator. * It should include functionality where one or more individuals can manage one or more organisations * In each organisation, there must be the ability to assign a Data Protection Officer (DPO), Senior Information Risk Owners (SIRO), Information Asset Owners (IAO) and Information Asset Administrators (IAA), as well as ‘team’ or standard users to the hierarchy.   **Mapping and Asset Register Functionality**   * Data flow mapping of business processes against information assets, registering the movement of data flow items. * Capacity to enable bulk upload of data flows and Information Assets to the tool by authorised super users, for validation before release into reporting of any actual current assurance reports for an organisation. * Scoring of risk using fully configurable metadata for both information assets and data flows. This in line with the information risk appetite set by the organisation SIRO * Full information asset register, data flow maps. * Information assets must be able to be linked to the data flows which enter and exit them, and this be reported through a quality assured and customer friendly dashboard. * There must be the functionality to allow an individual assets to be used in one or more of the organisations in the structure | 10% |
|  | 1.6 | **A process flow of how uptake and outcomes of the interventions will be reported to the CCG**  Please include reporting and dashboards in your response, specifically:   * How dashboards will enable drill-down view of all information assets and flows by hierarchy. * Describe the reporting functionality to enable project work on key information risk areas such as faxing, sending by unencrypted email, business criticality to be reviewed and risk scored. * Identify all the extractable reports in multiple report formats, one of which must include the a “records of processing” report for the organisation. * Screenshots or diagrams showing individual dashboards depending on the user, allowing allocation of responsibility to individual IAOs and IAAs. | 10% |
|  | 1.7 | Organisational capacity to undertake the work given other commitments  Please describe your customer engagement model and how you prioritise demands across multiple customers. | 10% |
| **2** | **Price**  **(Any quotations exceeding the financial envelope will be disqualified)** | | 20% |
|  | **Proposed Approach + Price** | | **100%** |

|  |  |  |
| --- | --- | --- |
| **Score** | | **Definition** |
| 0 | Non-compliant | No response or partial response and poor evidence provided in support of it.  Does not give the commissioner confidence in the ability of the Bidder to deliver the Contract. |
| 1 | Weak | Response is supported by a weak standard of evidence in several areas giving rise to concern about the ability of the Bidder to deliver the Contract. |
| 2 | Minor reservations | Response is supported by a satisfactory standard of evidence in most areas but a few areas lacking detail/evidence giving rise to some concerns about the ability of the Bidder to deliver the Contract. |
| 3 | Compliant | Response is comprehensive and supported by good standard of evidence. Gives the commissioner confidence in the ability of the Bidder to deliver the contract. Meets the Commissioner’s requirements. |
| 4 | Very good | Response is comprehensive and supported by a high standard of evidence. Gives the Commissioner a high level of confidence in the ability of the Bidder to deliver the contract. Exceeds the commissioner’s requirements in some respects. |
| 5 | Excellent | Response is very comprehensive and supported by a very high standard of evidence. Gives the Commissioner a very high level of confidence the ability of the Bidder to deliver the contract. Exceeds the Commissioner’s requirements in most respects. |

**The Quotation must be submitted in MS Word format using the template provided, with pricing submitted in a separate file using the template provided. Quotations received after the above date and time may not be considered.**

*It would be appreciated if you could advise,* within 3 days of receiving this RFQ*, if you intend to submit a bid or your reasons for not submitting a bid.*

If the panel feels at any point that there is not sufficient evidence to score a bidder on any evaluation point then they may, at their discretion, seek clarification from any and all bidders. Bidder clarifications will at all times take account of the commercial confidence of bidders.

If a bidder scores a ‘0’ on any sub-section then they may be eliminated at the discretion of the panel, dependent on how service critical the panel deems that sub-section to be. If a bidder scores ‘0’ on an entire section of the evaluation, the bidder will be automatically eliminated from any further evaluation.

The pass-mark for the qualitative evaluation (Questions 1.1 – 1.7) element is **50%**.If a bidder does not attain this score overall then their bid will be rejected. This process ensures that NHS England attains a minimum acceptable service quality. Bids will be scored by an evaluation panel and this will be followed by a moderation process by which the panel will agree a consensus score for each bidder on each question.

*In the event of a tie (where two or more top scoring Bidders had the same total weighted score including both quality and price), NHS England will select from amongst those Bidders, the submission of the Bidder with the highest weighted score for the price.*

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

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

This RFQ letter and your response do not give rise to any contractual obligation or liability unless and until such time as NHS England issues a letter referencing this Request for a Quotation with a signed contract and a valid Purchase Order number accepting your quotation. NHS England does not make any commitment to purchase and shall have no liability for your costs in responding to this Request for a Quotation.

## Canvassing and contacts

Bidders shall not in connection with this Procurement:

* Offer any inducement, fee or reward to any officer or employee of NELCSU or NHS England or any person acting as an advisor to NELCSU or NHS England in connection with this Procurement
* Do anything which would constitute a breach of the Prevention of Corruption Acts 1889-1916
* Canvass any of the persons referred to above in connection with the Procurement

No attempt should be made to contact NELCSU or NHS England staff, except the Project Team, or to contact NELCSU / NHS England advisers or other NHS/DoH bodies as part of the procurement process. Any enquiries regarding this tender made to persons other than the NEL CSU Project Team will be regarded as prima facie evidence of canvassing.

## Conflicts of interest

In order to ensure a fair and competitive procurement process, NHS England requires that all actual or potential conflicts of interest that a potential bidder may have are identified and resolved to the satisfaction of NHS England.

Potential Applicants should notify NHS England of any actual or potential conflicts of interest in their response to the RFQ. If the potential bidder becomes aware of an actual or potential conflict of interest following submission of the application it should immediately notify NHS England by completing the Conflict of Interest form (see Annex D) for this procurement. Such notifications should provide details of the actual or potential conflict of interest.

If, following consultation with the potential bidder or bidders, such actual or potential conflict(s) are not resolved to the satisfaction of NHS England, NHS England reserves the right to exclude at any time any potential Applicants(s) from the Procurement process should any actual or potential conflict(s) of interest be found by NHS England to confer an unfair competitive advantage on one or more potential bidder(s), or otherwise to undermine a fair procurement process.

The ‘Conflict of Interest Declaration’, provided in Annex D, must be completed by an authorised signatory, in his / her own name, on behalf of the Bidding organisation and attached in response to this section of this RFQ.

NHS England should be immediately notified, in the event that any actual or potential conflict of interest comes to a potential Bidder’s attention at any time following the submission of the potential Bidder’s ‘Conflicts of Interest Declaration’ and bid documents.

If you have any queries about this letter or the requirement, please contact the under signed at nelcsu.clinical-procurement@nhs.net.

If you are unable to meet this requirement or are otherwise not intending to provide a quote, I would be grateful if you could let me know as soon as possible.

Yours sincerely,

Taofeeq Ladega

Procurement Manager



NEL Commissioning Support Unit

**Annex A**

**Specification for the Information Asset and Data Flow Mapping Tool**

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**Annex B**

**NHS Standard Terms and Conditions for Provision of Services**

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**Annex C**

**Financial Submissions**

***Financial Envelope - The financial envelope available for this work is within the range of £35,000 - £50,000.***

1.1 Providers are required to submit a comprehensive pricing schedule covering all costs involved with delivering the specified services, covering (but not restricted to) the following points:

* A full breakdown of staff costs which includes a fixed daily charge (inclusive of VAT) for each individual who is engaged in delivery of this contract. Providers are required to state how many days will be required for each individual as a separate line.
* Clearly outline the use of consultants, contractors, sub-contractors, temps involved in the above breakdown
* Detail any other necessary non-staff costs which will be required (e.g. marketing, translation, management fee, overheads, travel, subsistence, materials etc.)
* The price submitted must be the total cost of the delivery of the service
* All charges must be provided in GBP and must be shown both exclusive and inclusive of VAT.

1.2 The charges must be inclusive of any and all additional charges which may apply. The Contracting Authority will not accept responsibility for any additional costs which are not declared in the bid return.

1.3 The commercial scoring will be based on the total contract value

1.4 Providers are required to complete and submit a pricing schedule as part of their submission. This must include the cost of the number of users which come with the licence, together with any deployment costs and any charge for super user training.

1.5 The CSU expects a licence based on a number of users rather than per organisation, and that the CSU will be the only licence holder with freedom to provide the software free of charge, or charge an onward fee, to its own customers.

**The lowest price (within affordability limits) will be awarded the maximum score for price with other bidders awarded score in proportion to the lowest priced using the following formula:**

Score = Lowest Tender Price     x    20 (maximum score/mark available)

Other/Higher Tender Price

All costs must be inclusive of travel and related expenses to the Base location. An estimate of the overall costs for expenses must be submitted to enable comparison of bids on an equal basis.

Price evaluation will be conducted on the Ex VAT Price.

***If submitting*** your proposal as a pdf document, please submit your prices in a separate file.

NHS England is requesting that bidders submit a breakdown of total cost for all the work / services as detailed in the Service Specification.

**ANNEX D**

**Declaration of conflict** **of interests**

**(Bidders/Contractors)**

**NHS England Bidders/potential contractors/service providers’ declaration form: financial and other interests**

This form is required to be completed in accordance with the CCG’s Constitution, and s140 of the NHS Act 2006 (as amended by the Health and Social Care Act 2012) and the NHS (Procurement, Patient Choice and Competition) (No2) Regulations 2013 and related guidance

**Notes:**

* All potential bidders/contractors/service providers, including sub-contractors, members of a consortium, advisers or other associated parties (Relevant Organisation) are required to identify any potential conflicts of interest that could arise if the Relevant Organisation were to take part in any procurement process and/or provide services under, or otherwise enter into any contract with, the CCG, or with NHS England in circumstances where the CCG is jointly commissioning the service with, or acting under a delegation from, NHS England.
* Any changes to interests declared either during the procurement process or during the term of any contract subsequently entered into by the Relevant Organisation and the CCG must be notified by completing a new declaration form and submitting it to the CCG.
* Relevant Organisations completing this declaration form must provide sufficient detail of each interest so that the CCG, NHS England and also a member of the public would be able to understand clearly the sort of financial or other interest the person concerned has and the circumstances in which a conflict of interest with the business or running of the CCG or NHS England (including the award of a contract) might arise.
* If in doubt as to whether a conflict of interests could arise, a declaration of the interest should be made.

Interests that must be declared (whether such interests are those of the Relevant Person themselves or of a family member, close friend or other acquaintance of the Relevant Person), include the following:

* the Relevant Organisation or any person employed or engaged by or otherwise connected with a Relevant Organisation (Relevant Person) has provided or is providing services or other work for the CCG or NHS England;
* a Relevant Organisation or Relevant Person is providing services or other work for any other potential bidder in respect of this project or procurement process;
* the Relevant Organisation or any Relevant Person has any other connection with the CCG or NHS England, whether personal or professional, which the public could perceive may impair or otherwise influence the CCG’s or any of its members’ or employees’ judgements, decisions or actions.

**Declarations:**

|  |  |
| --- | --- |
| Name of Relevant Organisation: |  |
| Interests | |
| **Type of Interest** | **Details** |
| Provision of services or other work for the CCG or NHS England |  |
| Provision of services or other work for any other potential bidder in respect of this project or procurement process |  |
| Any other connection with the CCG or NHS England, whether personal or professional, which the public could perceive may impair or otherwise influence the CCG’s or any of its members’ or employees’ judgements, decisions or actions |  |

|  |  |  |
| --- | --- | --- |
| **Name of Relevant**  **Person** | [*complete for all Relevant Persons*] | |
| **Interests** | | |
| **Type of Interest** | **Details** | **Personal interest or that of a family member, close friend or other acquaintance?** |
| Provision of services or other work for the CCG or NHS England |  |  |
| Provision of services or other work for any other potential bidder in respect of this project or procurement process |  |  |
| Any other connection with the CCG or NHS England, whether personal or professional, which the public could perceive may impair or otherwise influence the CCG’s or any of its members’ or employees’ judgements, decisions or actions |  |  |

**Form Completion**

|  |  |
| --- | --- |
| **I declare that to the best of my knowledge and belief, the above information is complete and correct. I undertake to update as necessary the information. I understand that the information will be used in the evaluation process to assess my organisation’s suitability to be included in the tender evaluation process, and that giving false information may result in my organisation being disqualified from the process, at this or whatever stage it becomes known to the Commissioners.** | |
| **Signed:** |  |
| **Name:** |  |
| **Position:** |  |
| **Bidder:** |  |
| **Date:** |  |