

Request for Quote – Real-Time Suicide Surveillance

Please take care in reading this document in particular the Specification; in the event of any questions or queries in relation to this Request for Quotation (RFQ), please contact the buyer via the method stated below:

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1. SCOPE OF THE REQUIREMENT

The Council is looking for a provider to deliver on, but not limited to, the following:

- 2.1 Provide an off-the-shelf Real-Time Suicide Surveillance system to allow partners in the mental health system across Cambridgeshire and Peterborough to share information related to suspected suicides
- 2.2 Provide functionality to allow partner organisations to directly access the portal for sharing data
- 2.3 Provide functionality to allow for near Real-Time referral for people bereaved by suicide to relevant suicide bereavement support services
- 2.4 Provide functionality to collate data into analysis reports for use by Public Health and work with Public Health to support the production of customised reports
- 2.5 Ensure data is appropriately handled in accordance with GDPR requirements and an internal Information Sharing Agreement completed by all partners
- 2.6 Take responsibility for the security of the data housed on the portal throughout the lifetime of the contract and beyond

2. Service Delivery

The Provider will:

- Have an established Real-Time Suicide Surveillance system ready for Cambridgeshire and Peterborough to use
- Allow upload of historic cases onto the system
- Maintain the system throughout the lifetime of the contract with regard to technical functionality and data security

- Ensure all data is returned to Public Health and removed from the system at the end of the contract period

3. Term

The Contract period will be for a term of twelve (12) months, with a possible extension of twelve (12) months if delivery of contract is in line with performance

The Commencement date and dates will be agreed by Contract Manager and the successful provider once final terms and schedule has been agreed.

4. Value

The Council has estimated the value of the contract will be no more than £10,000, covering both set up costs and the license fee for the initial twelve month period and as a result any bids over this may be rejected.

5. CORPORATE POLICIES and Codes of Practices

The Successful Bidder must have the appropriate systems, policies and procedures in place to execute the services in a safe and in a secure manner. The Council will expect that the Successful Provider will follow and/or adopt the best practice within the Industry where possible.

6. Contract Management and Performance

The Council will require the Contractor to meet at a frequency agreed by the Contract Manager at award of contract.

This will be to monitor, discuss, but not limited to:

- how the contract is performing
- any issues that have arisen, such as downtime and system support

Continuation of the Contract will be dependent on the reviews being satisfactory with special regard to service levels:

- Attending meetings when requested
- helping to reduce and keeping Legal costs low.

7. Subcontracting Arrangements

The Council believe that this service does not require all or elements of this procurement to be subcontracted out. That being said all submissions will be evaluated based on the one that meets or exceeds our requirements and is the most economically advantageous.

8. External Communication

- The successful bidder should make contact with the Contract Owner of the Council regarding policy matters.
- The use of the Council's Logos or name will be at the discretion of the Council and the contract owner. Any request shall be made in writing and state the reasons for the use.

9. Exit Strategy / Handover at End of Contract

- The successful provider agrees to provide a full and suitable handover of each Contract worked on and to ensure the Contract Manager understands how the contract works.
- This handover must take place within two (2) months prior to the end of the contract, but not in the final week of the contract.

10. Modern Slavery, Child Labour and Inhumane Treatment

Tackling modern slavery requires everyone to be vigilant and active in addressing this issue effecting our communities. The Council will expect, as a minimum, that all Bidders comply in full with the Modern Slavery Act where necessary, and have in place sufficient policies, procedures and Systems (including Training awareness).

11. Data Protections and General Data Protection Regulations

The Authority will require all bidders to ensure full compliance to the Data protection and General Data protection laws and Regulations.

12. Contract terms and conditions

The Council uses its own Standard T&C model contract templates for all their contracts below £100,000.

A draft contract will be issued with this request to quote.