



**European Union**

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Development Fund



## Invitation to Tender – Digital Tools for Access to Finance

### Annexe 1 – Supplier Questionnaire and Tender Proposal

#### Section A – Company Information:

Supplier Questionnaire – Company Information	
<b>1. Full company name</b>	
<b>2. Registered Address</b> (and local / branch address where applicable)	Registered Address:  Local address (if applicable):
<b>3. Contact details for this tender</b> (name, role, telephone number and e-mail address)	
<b>4. Company registration number</b> (NB OIS will carry out a risk-based financial check on the company in line with latest procurement legislation guidance. OIS may request further financial information where required)	
<b>5. Date of company formation:</b>	
<b>6. VAT registration number:</b>	
<b>7. Public and product liability insurance:</b> Please provide a copy of your public and product liability insurance.	Attached: Y/N
<b>8. Acceptance of OIS Terms and Conditions:</b> Please confirm acceptance of our Terms and Conditions as attached (Appendix 2).	

## **Section B - Tender Proposal**

Please respond using the Software requirements specification document for guidance and ensuring that you address all aspects of the software requirements and evaluation criteria. Within your response, please address the following questions:

1. **Experience:** Please provide details of your previous experience of similar projects.

At least 3 detailed examples should be included with the tender. Details should include value of projects, contact details for potential references, and key dates and description of the project / contract.

2. **Staff Resources:** Please detail the proposed staff resources and account management structure dedicated to the contract. Please also confirm experience of the staff involved in delivering the contract (CVs may be appended), including the project manager, and any ongoing support and maintenance staff and resources for future developments and change requests. Please also confirm number of staff available within the company by area / department, e.g. number of technical support and maintenance staff, developers, etc. and confirm any aspects of the service which will be provided or managed by third parties / subcontractors.

3. **Timescales and Project management:** Please provide a proposed timing and project management plan for development and implementation to show key milestones, personnel responsible and how you will develop and implement the tool within the required timescales and work with OIS and any potential third parties. Please confirm how you will ensure successful management of the project and identify any project risks that may impact budget or timescales.

4. **System Development, Deliverables and Objectives:**

Please provide a detailed response to the Appendix 1 and 2 (Software Specification and Course Content), ensuring that you address all the requirements as specified. Within your response, please also provide details of how you will help us to achieve our key objectives and deliverables. Within your response please include the below:



- Please confirm your understanding of the system and explain how the architecture of your solution meets all aspects of the requirements.
- Please identify elements that are open source and those that are commercially licenced and supported and identify any technical obstacles (*noting the IPR within the Software Specification with use Open Source platforms as an underlying base*).
- Please explain how you plan to develop an interactive course based on the original two day FFS workshop format, whilst continuing to meet the funding requirements of providing at least 12 hours of support.
- Please explain how the architecture will facilitate future enhancement requirements for the platform as well as new course content.
- Please identify the expected compute resource requirements for the platform and indicate whether physical or virtual server(s) are proposed (level of resources should be efficient / relative to the functionality of the system to minimise ongoing operational costs).
- Please explain how you plan to work collaboratively, in partnership with OIS, noting the roles identified in Section 5 - Deliverables. Please provide any additional value-adding recommendations as appropriate to ensure a successful achievement of our objectives and a user-friendly and flexible application.

## **5. Handover and Acceptance Testing**

- **System Hardening for Security:** The supplier must ensure that the system is security hardened to minimise the risk of intrusion and data extraction or corruption. The supplier must explain how they will achieve and maintain this during the operational life of the platform.
- **Acceptance Testing:** The supplier must undergo acceptance testing to demonstrate that the service meets multi-client device, end-user experience, data entry, algorithmic processing, reporting and performance requirements using known data sets provided by Oxford Innovation.



The supplier must explain how they will achieve this and their approach to managing changes arising from the testing programme. (OIS will have ultimate sign off before the software is concluded to meet requirements and a final acceptance period of 60 days after go live to check the system meets requirements)

- **Documentation and Training:**

- The supplier is expected to supply software documentation and user manuals. The supplier must describe their policy regarding documentation and manuals, list any standards that are followed and provide examples of previous documentation.
- The supplier must explain the training that they will provide, including the number of staff that can attend any session.

- **Warranty:** The supplier must explain the scope and length of any warranty period (target 12 month's warranty)

**Ongoing Support:**

**6. Operational Support**

Other than for maintenance purposes, the platform should operate on a 24hr, 365 day basis

- The supplier must explain how ITIL best practice is applied in their organisation and any current certifications that hold (e.g. ISO/IEC 20000-1)
- The supplier must identify standard operating procedures, logs and how service history is made available to the customer.
- The supplier must explain how their processes follow best practice to maintain system security.

**7. Service Desk, Event and Incident Management**



- The supplier must explain how their service desk functions and explain methods of contact during and out of core working hours - taking into account the preferred SLA requirements noted in Section 6.
- The supplier should provide a web based portal as noted in Section 6 to allowing Oxford Innovation to log support requests and view Incident progress. Please detail the system you use including examples of the web portal and its reporting capabilities.
- The Supplier should must explain how priorities are assigned to incidents and provide their escalation procedure and SLAs for all incidents, taking into account the minimum preferred SLA requirements noted in Section 6.
- The supplier must explain how the system is monitored for service affecting events.

## **8 Capacity Management**

The supplier must explain how they perform capacity management of the system to ensure that the service remains responsive and that any additional capacity is identified and addressed before it affects service performance

## **9 Backup and Disaster Recovery**

- The supplier must provide offsite back-up and replication of the application, core configuration and customer data such that it is possible to restore individual programme data and to perform a bare metal restoration. The target Recovery Point Objectives (RPO) and Recovery Time Objectives (RTO) are as follows:
  - RPO: 24hrs
  - RTO: 6 hrs

The backup solution must support the use of international languages within the platform.

Please explain how this will be achieved.

- The supplier must confirm that they will perform a DR test within 1 month of functional service acceptance to verify that the platform can be fully recovered and subsequently an annual DR test at dates and times to be agreed with Oxford Innovation Services. Tests will be performed and witnessed out of core working hours.

## **10 Change and Release Management**

The supplier must explain their policy and practice regarding change and release management and their engagement with the customer to ensure all changes and releases are managed appropriately.

## **11 Patching**

The Supplier will be responsible for the patching of the system to address bugfixes and vulnerabilities including managing all relevant licenses. The supplier must explain their patching policy and indicate how it will be managed including times and duration of routine maintenance windows.

## **12 Hosting**

The supplier must manage the hosting of the service, including managing the relationship with the hosting provider where necessary.

The supplier must describe the hosting facility and both the target and actual availability of the network, power and cooling performance since January 2018. Any significant total outage events affecting the hosting location (including momentary total power outages) must be identified and explained.

## **13. Pricing**

Please provide a clear breakdown and total of all relevant costs / fees and pricing structure for development, implementation, training and ongoing hosting, support and maintenance in accordance the deliverables, specification budget and timings as noted.

Please confirm if costs for travel and attendance of meetings with OIS (at the Cornwall address as noted above) are included or charged extra where applicable and indicative costs where applicable.

Please also confirm hourly / daily rates for further development (*5 days additional work + expenses will be also accounted for in our total costings*)

Pricing must account for all relevant fees, including:

Development Cost



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- Total cost of development, implementation and data migration, training, documentation and any other costs.
- Please also confirm hourly / daily rates for further development and confirm if costs for travel and attendance of meetings with OIS (at the Cornwall address as noted above) are included or charged extra and indicative costs where applicable.
- All costs should reflect their project plan for the work.

#### Annual Maintenance and Support and Licence Costs

- Total costs for all patching and maintenance of third party and developed software required for the platform to operate on current supported versions of software, including the operating system.
- Total cost of third party application support fees.

#### **Annexe 2 - ERDF Eligibility**

To be eligible for the A2F programme a business must:

- Be based in the Cornwall and the Isles of Scilly
- Employ less than 250 FTE employees
- Have a turnover not exceeding €50M and/or an annual balance sheet of not more than €43M
- Not be operating in sectors directly relating to agriculture, fisheries, finance and insurance, synthetic textiles and retail